

**Orange Cove Neighborhood Library
Plan of Service**

Table of Contents

Executive Summary	2
Mission Statements	4
Fresno County Public Library	4
Kings Canyon Unified School District	4
Goals, Objectives and Service Indicators	6
Formal Learning Support	6
Information Literacy	9
Basic Literacy	11
Business and Career Information	14
Cultural Awareness	16
General Information	18
Current Topics and Titles	20
Life Long Learning	24
Commons	26
Services and Implementation Plan	28
Staffing	28
Hours of Service	28
Description of Services	28
Joint Venture Services	34
Jurisdiction-wide Service Responses	38
Fresno County Goals and Objectives	38
Youth Services Mission and Long-Range Plan	43
Materials Selection Policy	44
San Joaquin Valley Library System	45
Technology	46
Executive Summary	46
King Canyon Unified School District	48
San Joaquin Valley Library System	50
Fresno County	51
Orange Cove Neighborhood Library	52
Appendix	66

Orange Cove Neighborhood Library Plan of Service Executive Summary

The Orange Cove Neighborhood Library facility is inadequate to fulfill the mission of the Fresno County Library and meet the information and recreation needs of the residents of the Orange Cove Neighborhood Library Service Area. The library currently serves a population of 8,767 from a 2,500–square foot facility. The population is projected to reach 14,000 by the year 2020. A recent community needs assessment revealed service inadequacies that need to be addressed to meet current and future service needs. The first step toward meeting community needs is a larger library that will accommodate expanded collections and services. The proposed new library will provide 9,672 square feet of service space, more than 3.8 times the existing space of 2,500 square feet. The following service levels are recommended to meet the current and future needs of the community served by the Orange Cove Neighborhood Library:

- A collection of 32,200 books and audiovisual materials, tailored to the bi-lingual needs of the community;
- 28 public computers to include a Technology Learning Lab with 10 computer stations for technology training, as well as a Multi-Purpose Community Room equipped with 12 laptop computers in addition to the 28 stationary machines;
- A Homework Center, jointly planned by the Library and the School District to meet the considerable needs of school age children and teens in grades K-12;
- 51 reader seats plus 6 seats in a Group Study, Conference and Tutoring Room;
- A Multi-Purpose Community Room to seat 60, which will provide space for regular children's programming and for special programs for teens and adults; and
- An area for two and three-dimensional art and culture displays to include materials related to area history and the predominant Latino culture.

Fresno County Public Library (FCPL) exists to serve the needs of Fresno County residents of all ages. Through strategic planning and on-going needs assessment, the library's responsibilities to its community is re-evaluated and service commitments are rededicated to meet changing needs. The Orange Cove Neighborhood Library shares the mission, goals and vision of the Fresno County Library parent organization. The Fresno County Library participates as a member of the San Joaquin Valley Library System thereby sharing the responsibilities of shaping the mission and goals of library service delivery in the Central San Joaquin Valley.

The Library Plan of Service for the Orange Cove Neighborhood Library integrates the information gathered through the Orange Cove Community Needs Assessment with local and countywide goals and objectives. Among the methods used to elicit input from community residents on service needs include public meetings, outreach opportunities, interviews with key leaders, formal surveys and focus groups. The needs of kindergarten through high school students were identified through meetings with Kings Canyon Unified School District staff and input from students and parents. The primary service needs that were consistently expressed include three key elements: **facilities**, **collections** and **services** provided by the library.

Library Service Area residents want a safe, comfortable appealing facility designed to meet the unique personality and character of the Orange Cove community. The Fresno County Library is proposing a 9,672 square foot structure that will be visible and easily accessible from the main thoroughfare. Key interior elements include a Technology Learning Lab, a Copy Center, separate Children's, Teen and Adult areas, a "community living room" for quiet reading, individual and group study areas, and a multi-purpose community room and homework center.

A newly designed pedestrian and bike path will be adjacent to the library, so covered bicycle parking will be available. Landscaping will enhance the functionality and beauty to the library.

Orange Cove residents want broader and deeper library collections in a variety of formats that appeal to a broad range of interests, abilities and learning needs. Circulation and in-house use of library materials demonstrate a need for popular materials and those that support formal education and learning, especially for children and teens.

The library will implement a collection of 32,200 items or 2.3 items per capita. The collection size and content will meet the immediate needs of the 9,712 service area population and those of the projected population of 14,000 by the year 2020. The children's area will house a complete collection of age and content appropriate print and audiovisual materials. Young adults will have access to informational as well as popular print and non-print materials. The implementation of listening stations in the library will facilitate in-house enjoyment of audiovisual formats. A "Homework" collection will be a central component of the library's resources. Special collections that will be implemented in response to community needs include a literacy collection, job and career resources and local history materials. Audiovisual formats and a variety of electronic resources including subscription databases will broaden the collection.

Spanish language collection is another key aspect of service implementation at the new Orange Cove Neighborhood Library. Spanish is the primary language spoken in the home by the majority of Orange Cove residents (73%). Spanish language materials in a variety of formats will be integrated throughout the children's, young adult and adult collections and comprise at least 22% of the total collection.

Services that will be implemented in the new library address the complex socio-economic needs of Orange Cove residents identified during the needs assessment. Services include Literacy Outreach Services with tutoring services and literacy resources, Technology Learning Lab with 10 public computers and 1 instructor's workstation to facilitate information literacy instruction, Job and Career Information Center with resources and workshops to help residents gain employment and explore career options. Workshops, classes and programs that are instructional as well as informative such as multi-level computer instruction, parent education, and local history will be implemented.

The needs of students will be addressed through implementation of a Joint Venture Agreement with Kings Canyon Unified School District that provides for collections, resources and services that support their formal education needs. Homework collections and tutoring, information literacy classes, access to study space, and computers resources will be provided. Literacy enhancement and outreach services targeting K-12 students, preschool children and families will be offered. Learning enrichment opportunities such as summer reading programs and Teen Parenting services will provide additional avenues for academic and personal development.

Fresno County Public Library is a member of the San Joaquin Valley Library System (SJVLS), a consortium of nine public library jurisdictions across six counties in California's Central Valley. The system's mission is to assist member libraries to enhance service to their public through cooperation, resource sharing, technology and networking. Library automation support through SJVLS provides access to a shared online catalog and has expanded over the years to include Internet access, Web site hosting, e-mail services, Internet filtering, print management, group hardware and software license purchases and management of a sophisticated wide area network.

Mission Statements

Fresno County Public Library Mission Statement

Your Fresno County Library provides books, technology, programs, services and more to inform, enlighten and entertain people of all ages.

Kings Canyon Unified School District Mission Statement

The success of any enterprise is enhanced when there is a clear statement of purpose and direction. The following is the mission for Kings Canyon Unified School District.

High Student Achievement

- Data driven decision making
- Ensure strong leadership at every school site
- Explore pre-school opportunities for students
- Maintain literacy as the district focus
- Explore ways to develop partnerships with parents
- Make sure students have opportunities to be involved in co-curricular programs

Excellence in Teaching

- Continue to improve our approaches to recruitment and hiring, induction, mentoring, evaluation and recognition
- Work with principals and teachers in the area of leadership, teaching and learning
- Work to expand opportunities for teachers and administrators to participate in professional development
- Incorporate technology into teaching and learning

Enhance Leadership and Accountability

- Establish expectations for performance of individuals in leadership roles
- Establish a model to build leadership skills and capacity necessary to increase student achievement

Maintain Financial Stability

- Plan for expenditures related to new facilities and growth
- Maintain good fiscal practices, i.e., staffing, class size, reserves, attendance policies
- Continue to seek alternate funding sources, such as grants
- Be involved with collective bargaining

Strengthen Public Confidence

- Continue to improve internal and external communications plan
- Communicate my expectations to every employee in the district
- Establish a forum for dialog and discussion
- Establish more direct links with parents at every school site
- Maintain literacy as the district focus
- Explore ways to develop partnerships with parents
- Make sure students have opportunities to be involved in co-curricular programs

Kings Canyon Unified School District Library Media Center Vision Statement

The vision of the Kings Canyon Unified School District library media centers is to ensure that all students acquire a lifelong interest in reading, develop an understanding and appreciation of literature, and become effective users of information. Library media centers will function as information centers of the schools using a variety of resources which include various technologies. Teachers and library staff will collaborate to provide resources and resource-based learning activities in the library for all students. Students will be provided an environment that encourages reading for pleasure and a climate conducive to learning which will provide the opportunity to develop skills for independent, lifelong learning.

Library and School District Partnership

The Orange Cove Neighborhood Library plays a vital role in implementing the mission, vision and goals, of both Fresno County Public Library and the Kings Canyon Unified School District. The Fresno County Library is committed to providing students and families with access to the information and resources they need to succeed. The County Library has worked through successful partnerships with the School Board, the Superintendent, principals, media coordinators and teachers to meet the needs of students. The Library will continue to build on its role in the community through focused, collaborative ventures that have a positive impact on the District's student population, and the Orange Cove community.

Goals, Objectives and Service Indicators

The Fresno County Library has established long range goals and objectives for facilities, collections and services that respond to needs realized through ongoing countywide needs assessment. Many of the countywide goals and objectives were also identified during the Orange Cove Community Needs Assessment. The Orange Cove Neighborhood Library Plan of Service includes nine (9) core service responses that address the complex socioeconomic needs expressed by the residents and service providers of the Orange Cove Neighborhood Library Service Area.

The Library Service Responses selected for the Orange Cove Neighborhood Library represent specific activities and services that the library will undertake to address the complexity of needs realized during the community needs assessment process. Goals and objectives have been defined for each response to maintain effective progression toward meeting the needs of the library service area population.

(1) Formal Learning Support

Need: The importance of strengthening the library's cooperative relationship with the Kings Canyon Unified School District to offer academic support for K-12 students was a repeated theme throughout discussions with school staff, students, parents and youth advocates. The student population of Kings Canyon Unified School District is 83% Hispanic. The majority of Orange Cove elementary students are eligible for Free and Reduced Meal Programs (98%). Many children in the service area enter school unable to speak English—between 56%-66% of all Orange Cove kindergarten aged students are English Language Learners. The 2002 average API score is 568 compared to the state target of 800.

The Orange Cove Neighborhood Library also services adult learners who are engaged in formal academic programs at Reedley Community College, Fresno City College and Fresno State University. A private university, Kings College, planned to open in 2003 in leased space, planning construction of its campus in 2004. Kings College will focus on the careers of teachers and school administrators, offering both B.S. and M.A. degrees, and eventually an Ed.D in Educational Leadership. A charter school will co-locate at the college campus offering an alternative to public school education.

Orange Cove has developed a model pre-school program that teaches English Language and computer skills to 200 preschoolers.

Goal: Orange Cove residents who are students participating in formal learning programs will have access to facilities that support their studies, and resources in relevant formats to meet their needs.

Joint Venture Homework Center: The Orange Cove Neighborhood Library will collaborate with the Kings Canyon Unified School District (KCUSD) through Joint Venture services to offer a Homework Center that will meet the study and research needs of students. The Homework Center will provide designated study areas and a supportive environment for students to study, complete homework assignments and perform research. KCUSD certified teachers will staff the Homework Center 3 afternoons/evenings per week and community volunteers will be available to assist students with their homework needs at other times. The library will develop and promote a homework collection that conforms to California K-12 contents standards and

addresses the range of interests and abilities of District students. The District will provide textbooks for core K-12 subjects. Students will have access to real-time homework assistance and tutoring service through library computers. Selected public computers and 12 laptop computers in the Homework Center will be reserved for homework use and library staff will provide Information Literacy Instruction for print and electronic resources. Homework Center resources will also support the needs of adult students.

Facility Objectives

- The Multi-purpose Community Room and Homework Center will be available to students for individual and group study each afternoon and on weekends as demand warrants.
- The Multi-purpose Community Room and Homework Center will have multimedia presentation capabilities to enhance learning and provide interactive workshops and class offerings.
- The Group Study, Conference and Tutoring Room will be available for small group study and one-on-one tutoring.

Service Indicators

Number of scheduled use sessions for Homework Center and Group Study/Tutoring Room.
Number of scheduled educational multimedia use sessions.

Collection Objectives

- At least 25% of the annual children's and young adult collection budget allocated and selected by the Children's Selection Committee for the Orange Cove Neighborhood Library will be utilized to purchase K-12 curriculum support resources in print and non-print formats. Titles will include a core list of age and content appropriate reference materials aligned with California contents standards.
- The District will supplement the homework collection by providing reference copies of textbooks for all K-12 core subjects.
- The Library Reference Coordinator will increase the reference collection by 20% during the first year of operation to develop an enhanced basic reference collection in English and Spanish to supplement vocational and academic programs.
- At least 3 subscription databases, which will include full-text magazine and newspaper indexes with content for research and reports, will be provided on all library computers.
- Children's and teen web pages with links to grade and content appropriate homework web sites will continue to be offered and updated monthly. These pages are currently accessible from the Library's main homepage.
- The library will provide Internet access, and links to authoritative web sites on a wide variety of subjects through the Library's homepage.

- County Youth Services Librarians will develop pathfinders for children and teens directing them to the library's wide array of relevant print and non-print materials to assist with homework assignments.
- Library staff will submit purchase orders quarterly, to children's, young adult and adult centralized selection committees as appropriate to maintain a formal education collection that meets current needs.
- Library management will evaluate library circulation and in-house use statistics to identify patron use patterns and collection needs.
- Branch staff and Branch Supervisor will develop and implement a schedule to withdraw outdated and under-utilized materials, evaluating collection strengths and weaknesses for additional purchases as appropriate.

Service Indicators

Percent of change in reference and non-fiction circulation based on statistical reports

In house use percent of change based on statistical reports

Number of computer use statistics

Service Objectives

- The library will provide convenient hours of service that meet the needs of students. Library hours will be evaluated semi-annually and adjusted in response to community needs.
- Productivity software including typing tutor, word processing and spreadsheet programs will be available on all library computers to support research and report needs.
- Trained, bilingual library staff will assist students in use of library resources.
- The District will provide Certified Teachers 3 afternoons/evening per week to tutor and provide homework assistance to students.
- District trained volunteers will be available at other times to provide homework assistance to students Library and District staff will recruit and train volunteers (including high school students) to assist students with study and homework needs.
- Access to an online subscription-based tutoring service, such as *tutor.com*, will be provided on designated library computers. The service will target the needs of students in grades 4-12.
- District staff will provide the Library with Assignment Alerts for students' ongoing and special homework assignments and required reading lists.
- Young Adult librarians will be available to visit middle, and high schools to provide students with an introduction to library services, encourage students to register for a library card and promote specific services for teens (i e, teen web page, programs).
- District Youth Services Librarians will offer school district staff at least 1 in-service training session per year on the effective use and application of homework and library resources

District staff will reciprocate with 1 workshop for library staff on curriculum and resources provided to students by the district.

- Library staff will offer quarterly orientations on homework resources for students, parents and volunteer homework assistants.
- District and Library staff will communicate with the community through a variety of formats about Homework Center services and activities.
- District and Library Staff will pursue alternative funding sources to provide additional financial support for the Homework Center.

Service Indicators:

Number of library users per hour of service

Number of computer use sessions

Percent of change in registration based resulting from outreach

Number of workshops/training sessions and attendance

Number of Assignment Alerts received

Amount of alternative funding available for the Homework Center

(2) Information Literacy

Need: Orange Cove is a community with a high percentage of Hispanic residents (88%) who have lower income levels, lower educational attainment and limited access to technology in their community. The community is a prime example of the “digital divide”—where people in lower socio-economic levels have less access to technology, so fall further and further behind. The existing library facility in Orange Cove provides five public service computers to serve a population of almost 9,000. The library logged more than 8,000 computer use sessions during the 2002-2003 fiscal year. A Technology Learning Lab and computers throughout the new library will meet the need for access to current technology and electronic resources expressed by residents during the Orange Cove needs assessment process.

Goal: The Orange Cove Neighborhood Library will provide Information Literacy services to address the needs of residents to acquire skills related to finding, evaluating, and using information technology effectively in their daily lives.

Technology Learning Lab: The Orange Cove Neighborhood Library will provide a Technology Learning Lab housing ten (10) computers and an instructor’s workstation with Internet access, productivity software, subscription databases and links to authoritative web sites for children teens and adults. 18 additional computers will be placed throughout the library, and 12 laptop computers will be available for use in the Homework Center. The library will have laptop capability for future wireless access. Multi-Purpose Community Room will offer a variety of audiovisual and telecommunications capabilities to support instructional activities. Computer literacy classes covering introductory to advanced skills will be taught by experienced, bilingual library staff. World Wide Web links to homework help sites and real-time access to an on-line tutor service will be provided to meet the specific needs of K-12 students as outlined in the **Joint Venture Agreement** with the Kings Canyon Unified School District. In addition, computer services will meet the special needs of seniors and Spanish speaking adults. An introduction to

the wide array of print resources available in the library and how to located and effectively utilize informational resources will be provided.

Facility Objectives

- Orange Cove residents will have access to a Technology Learning Lab with 10 computer workstations in the Technology Learning Lab.
- 18 additional computer workstations for the public will be placed in designated spaces for children, young adults and adults. All computers in the Children's area will have two chairs so children can work together, or children and their family members can work together at the computers.
- The Library will provide 12 laptop computers to be used in the Homework Center to help students complete homework assignments.
- The library will have laptop capability and multimedia presentation devices in designated reading, conference and meeting spaces. The library's infrastructure will be designed for future wireless capability.
- Branch staff will collaborate with library technical support staff on an annual basis to evaluate technology needs and realign services to meet current and future needs.

Service Indicators:

Number of residents who use computer areas

Number of use sessions in meeting and conference areas

Number of computer literacy classes

Collection Objectives

- Web-based access to library collections, reference resources and services will be provided on all library computers. Links to selected Internet sites through the library's web pages will be available on all library computers. Web pages designed for children and teens will provide access to selected age and content appropriate resources.
- A variety of electronic subscription databases will be provided on all library computers. Databases may include but are not limited to current subscriptions.
- County Selection Committees will select selected print resources on frequently requested topics such as, education, and immigration and consumer information.
- Library staff will attend continuing education courses as appropriate to ensure their familiarity with a wide variety of resources and emerging technology.

Service Indicators

Number of Computer use session

Percent of change in circulation of non-fiction based on statistical reports

In-house use percent of change based on statistical reports

Service Objectives

- Library users will have access to current technology including personal computers, high speed laser and inkjet printers, scanner, and PC reservation and print management software.
- Trained bilingual staff will assist patrons of all ages in use of computer equipment and electronic resources.
- Library staff will conduct at least four (4) bilingual computer literacy classes per month. Classes will include but are not limited to typing skills, mouse basics, e-mail, word processing, Internet basics and spreadsheet programs. At least one (1) class per month will be designed specifically for seniors.
- Library staff will collaborate with the Kings Canyon Unified School District to schedule at least one information literacy class per semester for K-12 students; students may attend any other instructional sessions. Content will include the library catalog, reference and current non-fiction, child, teen, reference and branch web pages, homework help sites and subscription databases.
- Library staff will schedule training sessions on library print and electronic resources for the general public on a quarterly basis. Current training such as "Find That Book", an introductory class on using electronic reader's advisory materials, will be offered.
- Library staff will seek opportunities to promote and publicize library services through community involvement, Public Service Announcement on local radio and other communication methods.
- Library administrative staff will develop methods to evaluate user satisfaction.

Service Indicators:

Number of computer use sessions

Percent of change in computer use based on statistical reports

Number of people attending computer and information literacy classes

Percent of people who indicate through evaluation method they have gained or improved information literacy skills

(3) Basic Literacy

Need: Orange Cove is an agricultural community with a very high population of Hispanic farm workers, many of whom are immigrants from Mexico or El Salvador. 49% of residents report speaking English less than "very well" and 55% to 66% of all kindergarten aged students are English Language Learners. Throughout the Orange Cove Needs Assessment, community members and service providers expressed a great need for services that will help residents of all ages improve/acquire basic skills in speaking, reading, and writing English to improve their quality of life and employment opportunities. Materials, trained staff and tutors, family programs

and the Group Study Conference/Tutoring Room, where tutoring pair can to work together in a comfortable and quiet room, will help meet this critical need.

Goal: The Orange Cove Branch Library will provide residents of all ages with a learning environment, specialized materials, access to trained tutors, and targeted programs to help them reach their literacy goals.

Literacy Outreach Services: The Orange Cove Neighborhood Library will offer Literacy Outreach Services with designated space for services and programs. The Library will partner with the Kings Canyon Unified School District and other community agencies to recruit and train tutors who will assist learners in reading and writing English. Literacy tutoring will be provided in one-on-one, small groups or self-guided approaches as needed for each learner. Literacy materials in English and Spanish will provide in a variety of formats to encourage and enhance learning.

Facility Objectives

- The Orange Cove Neighborhood Library will provide a Literacy Outreach Services with designated Group Study, Conference and Tutoring Room for learners of all ages to meet with tutors, or study independently in a confidential setting.
- Library administration and literacy staff review and evaluate literacy service needs annually to meet changing requirements.

Service Indicators:

Number of scheduled use sessions of Conference and Tutoring Room

Collection Objectives

- A literacy resource collection for all ages will be developed and maintained. Materials will be purchased in English and Spanish, and focus on reading and writing in English and basic math skills.
- Literacy software will be available on designated library computers to enhance learning.
- Library administration and literacy staff will assess and evaluate literacy collections annually for timeliness and appropriate content to align all print and non-print materials (existing and new purchases) with current needs.
- To help families learn together, to preserve fluency in native Spanish and build fluency in English, a good portion of all children's picture books and easy readers should be bilingual books.

Service Indicator:

Percent of change in circulation and in-house use of literacy materials based on statistical reports

Number of computer use sessions to access literacy software

Service Objectives

- Literacy and library staff will recruit, train and match at least 5 new tutors during the first year of operation through a variety of methods including collaborative efforts with the Kings Canyon Unified School District and other community partners.
- Literacy staff will identify, assess and match at least 12 new learners annually through a variety of methods including collaborative efforts with the Kings Canyon Unified School District and other community partners.
- Library resources, trained staff and volunteers will support **Joint Venture** literacy services offered to Kings Canyon Unified School District families and the general public.
- Tutors will attend 12 hours of Laubach Literacy Training that introduces tutoring strategies such as language experience and duet reading, the reading process and strategies, lesson planning and more. The Fresno County Library Literacy Coordinator will conduct the training.
- Tutors will attend a 2-hour Families for Literacy workshop that provides instruction on how to integrate children's literature in literacy tutoring, read-along skills, emergent literacy, and how to select appropriate books for children.
- Each learner will receive an orientation to the literacy program and library services. The learner orientation will include an intake assessment of current skills and literacy goals.
- The Literacy Coordinator will present at least one (1) workshop per year for library staff, potential tutors and community organizations to foster an awareness of the challenges and problems faced by adult new readers, children with reading disabilities, and English learners participating in library, school district or other literacy programs.
- A minimum of 2 theme-based family literacy programs will be offered per year. Programs will include, but are not limited to stories, music, art, drama and written expression that encourage parent/child shared learning activities. Programs will be planned and implemented by Library and District staff.
- At least 2 bilingual parent education workshops on the benefits of reading with children, selection of appropriate books for children and shared learning activities in the home that encourage family literacy. Workshops will be planned and implemented in conjunction with District Staff.
- Library staff will seek opportunities to promote literacy services including in-service presentations to school district staff, community partnerships, radio and television announcements, in-house publicity, print and electronic announcements in English and Spanish.
- Library administration and literacy staff will assess, review, evaluate, and align literacy services to meet community demographics and changing needs annually. Literacy facilities, community partnerships, collections, programs and services, staff and other program components will be included in the annual review.

- The Fresno County Day Care Bookmobile will continue to make seasonal visits to Orange Cove Day Care and Head Start Centers to introduce staff, children and families to the library as a valuable resource, promote early literacy and cultivate positive teaching methods in day care centers.
- Branch Library staff will offer weekly Bi-lingual storytimes for the community's preschool children following the Youth Services Regularly Scheduled Programming Sessions. The programs will include stories, songs, and fingerplays to enhance children's command of English.

Service Indicators

Number of tutors recruited and trained

Number of tutor and learner matches

Percent of learners who reach their literacy goals

Number of literacy programs and attendance

Increase in library use resulting from literacy services

Number of outreach visits and attendance

Number of Bi-lingual storytimes offered and attendance

(4) Business and Career Information

Need: The Orange Cove community has a history of chronically high unemployment and low-income levels. The City of Orange Cove estimates that 70% of jobs in the area are related to the agricultural industry. The Orange Cove officials and employers in the community expressed a critical need for local access to employment, job and career resources. The City is pursuing several opportunities for residents to participate in business and job diversification through development of a business park, simplification the process for business to receiving federal contracts, and the opening of a regional shopping center.

Goal: Orange Cove residents will have information needed to make career, college and vocational choices, to obtain employment, and to pursue business opportunities.

Job and Career Information Center: The library will focus on resources and services that will assist residents in assessing and developing job skills and obtaining business resources. A bilingual collection related to jobs and careers will be developed and maintained in the new Orange Cove Neighborhood Library. Materials in both print and non-print formats will reflect the varied skill and abilities of residents. Audiovisual formats will enhance learning, especially for residents with limited English language and literacy skills. Electronic resources will guide residents through skill and interest assessment, job training requirements and job search strategies. Trained library staff will partner with employment service agencies to offer classes in skill assessment, resume preparation and job search strategies. The library will provide a venue for potential employers to post job listings and meet with job seekers. Computer literacy classes will help residents gain new skills necessary for the modern work place. Basic business resources will meet the needs of small business owners and those interested in local business development. Patrons will be offered career exploration opportunities in the library.

Fresno County Library will develop a collection of materials on college and career choices for patrons.

Facility Objectives

- A Job and Career Center Collection will be housed in a designated area of the library and will include resources to assist students and adults to make career, college and vocational school choices.
- A designated area will be provided to post job announcements and training opportunities.
- The Technology Learning Lab will be available to access on-line job and career resources and participate in training workshops.
- The Multi-Purpose Community Room will be available for community multi-media presentations for educational or career training and/or informational programs.

Service Indicators

Library in-house use statistics

Number of computer use sessions for job/career activities

Number of educational or career related scheduled use sessions.

Collection Objectives

- At least 5% of the annual Orange Cove materials budget will be allocated for career, college, business and related resources in print and non-print formats.
- Residents will have access to current test books including civil service, high school equivalency, and ESL and college and vocational schools.
- Residents will have access to electronic resources that support career, job and business development.
- The library will offer basic business reference resources to meet the needs of small business owner, and residents or organizations interested in business opportunities and development.
- Selected links to employment, career, and small business resources and will be featured on all library computers.
- Library Administration, Jobs and Career Services, and Business Services Librarians will evaluate and monitor use of resources on a continuous basis and will align resources with current needs.

Service Indicators:

Percent of change in circulation of business and career materials based on statistical reports

In-house use percent of change based on statistical reports

Number of computer use sessions

Service Objectives

- Residents will have access to current job listings, job training opportunities and continuing education through print and electronic bulletin boards.

- The County Job and Career Services Librarian will collaborate with local employment service providers to plan and present Bi-lingual workshops on job skill assessment, resume preparation and job search strategies.
- Bilingual library staff will provide training in basic to advanced computer skills that are needed for the modern work place such as typing, word processing and e-mail.
- The library will partner with employment and business development agencies such as Workforce Connection, Proteus, SER, and State Economic Development Department to host an annual job fair at the library that will connect employers with local job seekers.
- The Fresno County Library Business Services Librarian or other qualified library staff will lead workshops and discussions about small business resources and opportunities in conjunction with Orange Cove City government and the Orange Cove Chamber of Commerce.
- Eligible residents who attend the regional community colleges or participating in job-training programs will be offered work/study experience in the library.
- Library Administration will develop evaluation models to monitor use of resources and services.

Service Indicators:

Number of residents who participate in jobs skills/search training

Percent of students and residents who indicate through evaluation method they gained job skills at the library

Participation by community organizations in program planning and implementation

Number of job and business related events and attendance

Customer satisfaction rating based on evaluation methods

(5) Cultural Awareness

Need: As shown in the Orange Cove Community Needs Assessment, more than 88% of the library service area population is of Hispanic origin. 55%-66% of all kindergarten-aged students are English Language Learners. More than 49% of residents report speaking English less than “very well.” The need for in-depth Spanish language resources including print and electronic resources in varied formats, cultural displays, programs and workshops was identified by community residents and organizations during the needs assessment process.

Goal: The Orange Cove Neighborhood Library will provide an extensive collection of Spanish language materials and resources in many formats, and will offer programs and special displays that reflect the rich Hispanic cultures of the service area population.

Service to Spanish Speaking Patrons: Spanish Language collections will be provided for children, young adults and adults. Collections will be placed prominently throughout the library. All signage and directional information will be in both English and Spanish. Colorful displays, art and ephemera will compliment interior design themes. The Spanish collection will comprise at least 22% of the total collection. A variety of print and non-print titles will be selected to meet

the varied interests and abilities of Orange Cove residents. Bilingual library staff will provide training and workshops on library resources available to Spanish speakers. Programs and events that celebrate the rich Hispanic cultures of residents will be offered through library and community partnerships.

Facility Objectives

- Designated, visible spaces in the Orange Cove Branch Library will house Spanish language materials for all ages in a variety of formats.
- The library will provide designated spaces for signage, information and library promotional materials in Spanish.
- The Library will offer an area for two or three-dimensional art and cultural displays to include materials related to the predominant Latino culture.
- The library Multi-Purpose Community Room will be available for cultural events and, programs planned and implemented by library staff and/or community residents.

Service Indicators:

In house use statistics

Number of cultural displays

Number of scheduled events in meeting facilities

Collection Objectives

- At least 20% of the annual adult materials budget for Orange Cove will be used to purchase Spanish language materials in a variety of formats.
- At least 5% of the annual children's and young adult budgets will be allocated for Spanish language materials.
- Orange Cove residents will have access to Spanish language resources on all library computers through the Fresno County Library Spanish language homepage.
- The Orange Cove Neighborhood Library will provide access to Spanish language subscription databases and translation features offered by the Fresno County Library.
- Library staff will submit purchase orders to appropriate selection teams at least quarterly to assure a timely and well maintained collection.
- Library Administration and Collection Development Coordinators will monitor collection use statistics on a continuous basis and to align resources with current needs.

Service Indicators:

Percent of change in circulation of Spanish language materials based on statistical reports

In-house use percent of change based on statistical reports

Percent of change in library registration as a result of increased services to Spanish speaking residents.

Service Objectives

- Bilingual staff will be available to assist Spanish speaking residents with their information needs during library hours of service.
- Information literacy instruction on print and non-print resources available to Spanish speakers will be offered at least once per month by either branch or County staff. Workshop content will include an introduction to the Fresno County Library's Spanish web page and subscription databases.
- Community residents and organizations will be encouraged to display art and ephemera depicting Hispanic culture.
- Strengthen existing partnerships with community organizations through participation in cultural events such as the annual Orange Cove Blossom and Citrus Harvest Festival.
- Branch and County staff will seek opportunities to engage in outreach and promotion of library services to the Spanish speaking community. Announcements for library programs and services on Spanish language radio will be pursued.
- Library Administrative staff will develop evaluation methods to assess customer satisfaction.

Service Indicators

Number of times Spanish electronic resources are accessed

Number of cultural displays or exhibits sponsored by the community

Participation by community organizations in program planning and implementation

Number of scheduled cultural events in the library and attendance

Customer satisfaction rating

(6) General Information

Need: Orange Cove is an isolated rural community located 30 miles southeast of the City of Fresno and 9 miles northeast of Reedley. The community needs assessment identified local access to resources in a variety of formats as an important service response to provide residents with current information on many topics such as health, current events, consumer information and social services.

Goal: The Orange Cove Neighborhood Library will meet patron needs for information and provide answers to questions on a broad range on topics related to work, school and personal life. General information services will be offered to patrons of all ages, from preschoolers to seniors in English and Spanish. All residents of Orange Cove will have convenient access to current and authoritative information resources in varied formats to meet their diverse information needs.

Reference and Readers Services: The library will have well-trained and skilled staff who provide professional assistance in answering questions and locating appropriate resources to meet the diverse information needs of residents. Current basic reference materials, in print and electronic formats will be available at the Orange Cove Neighborhood Library and

supplemented by remote access to a broad range of resources provided through the Fresno County Library and the San Joaquin Valley Library System.

Facility Objectives

- The Orange Cove Neighborhood Library will provide ample shelving and readers seating and well designed signage to support general informational and specialized reference resources.
- Library administrative and branch staff will review and evaluate space allocations and arrangement of library collections annually and make adjustments to meet changing needs.

Service Indicators:

In-house use of reference materials and seating areas

Collection Objectives

- Increase overall Reference collection holdings by a minimum of 10% the first year of operation to meet anticipated demand for information resources.
- A minimum of 10% of Orange Cove's annual materials budget for children's and young adult collections will be devoted to reference and informational materials in relevant formats.
- Selected authoritative Internet resources on frequently requested topics, such as government, current events, education, and consumer information will be featured on library web pages. Access will be provided through all library computers and from remote locations.
- Children and young adults will have access to age and content appropriate web sites through links on library web pages designed specifically for youth.
- On a quarterly basis, library staff will submit purchase orders to the appropriate selection team to maintain a current collection that meets the information needs of Orange Cove residents.
- Collection Development and Branch staff will monitor use patterns and statistical reports to recommend adding or deleting resources as appropriate to meet changing needs.

Service Indicators:

Percent of change in circulation of non-fiction and reference materials based on statistical reports

In-house use of reference materials and fill rate of reference requests based on statistical reports

Number of computer use sessions.

Service Objectives

- Orange Cove residents will have access to the library on days of the week and times that are convenient and meet their needs. Hours of service will continue to be reviewed semi-annually and adjustments as needed to meet demands of the community.

- Orange Cove Neighborhood Library staff will provide accurate and timely answers to questions and assistance with research in a friendly and helpful manner. It is anticipated that Readers' Aid Transactions (RATs) will increase by at least 20% from the previous year upon opening the new facility.
- Orange Cove patrons will have at least 95% of their questions answered correctly. Library staff will incorporate Effective Reference Performance procedures in 80% of all patron transactions.
- Bilingual staff will instruct Spanish speaking patrons in use of library reference and informational resources including, print materials and electronic.
- Library staff will refer Orange Cove residents to community organizations and agencies that offer a variety of human services through utilization of the Fresno County Library Information and Referral on-line directory and current information about community organizations and agencies maintained at the library.
- Library staff will collaborate with local government agencies, school agencies, and community organizations to establish electronic links and/or pathfinders to local service providers' web sites.
- Library staff will attend appropriate training on library resources and services to achieve optimum delivery of library services.
- Library Administrative Staff will develop assessment and evaluation methods to measure customer satisfaction with information services and make adjustments in service as indicated by evaluation methods.

Service Indicators:

Use per hour of operation indicated by in-house statistics

Attendance at information literacy training for the public

Percent of referrals made to service providers using resources available in the library

Percent of customer satisfaction with informational services indicated by evaluation methods

(7) Current Topic and Titles

Need: Orange Cove is a rural community with no other public library within 9 miles of the service area. There is a large population of school-age children and young families who live in the library service area. Socio-economic factors such as limited English skills, lack of transportation, and low income add to the geographic isolation. Families do not have the financial resources to provide computers, books and periodicals in the home. A variety of materials for all age and abilities were identified during the needs assessment, along with educational and recreational programs for children and young adults. Senior Citizens want access to more large print books and quiet areas to read.

Goal: Orange Cove residents of all ages will have available to them popular titles and materials on current topics in a variety of formats in appropriate languages, which reflect popular demand of the community served by the Orange Cove Neighborhood Library.

Current and well used Collections: The Orange Cove Neighborhood Library will provide a collection of current books, audio books, compact discs, video recordings, DVDs, magazines and newspapers for adults, children and young adults in sufficient quantity that meets the varied needs, skills, abilities and interests of residents. Library materials will be available for patrons with visual and other disabilities.

The Library collection will be organized for ease of access and merchandized through use of display shelving and strategically placed thematic displays throughout the library. A pleasant environment will be provided with comfortable lounge seating throughout the library, reading tables and a combination of task, natural and ambient lighting appropriate for reading. Library staff will stay abreast with current publications, and will help patrons locate desired materials in print and on-line resources. The library's extensive computer database will assist patrons with Readers' Advisory assistance and provide a variety of popular full-text magazine articles in English and Spanish for quick access to current events as they unfold. The library will provide programs for children, young adults and adults to highlight and reinforce reading for enjoyment and pursuit of personal interests.

Facility Objectives

- Provide a pleasant environment with appropriate lighting, shelving, comfortable seating, and ambience conducive to browsing and reading. A variety of seating will be available from traditional hardwood readers' seats to comfortable lounge seating.
- The library will provide a Community Living Room for patrons who wish to read or browse library materials away from high traffic or noisy areas.
- A children's programming area will accommodate storytimes and other programs.
- Library Administrative and Branch staff will evaluate and review space allocations, arrangement of collections and seating at least once per year and make changes as appropriate.
- Library Administrative staff will evaluate customer satisfaction with library facilities and make necessary changes as appropriate.

Service Indicators

In-house use based on statistical reports

Percent of customer satisfaction based on evaluation methods

Collection Objectives

- At least 50% of the adult materials budget will be devoted to popular materials in all formats. The collection will be developed and maintained to meet the 2.3 item per capita standard established for rural Fresno County Libraries.
- At least 45% of the children's and young adult materials budget will be allocated for population print and non-print materials. The collection will be developed and maintained to meet the 2.3 item per capita standard established for rural Fresno County Libraries.

- A permanent and rotating collection of current large print books will be developed and maintained to meet popular demand.
- The library will increase holdings of popular magazines and newspapers to meet current and future demand of children, young adults and adult patrons. Periodicals and newspapers will be provided in English and Spanish languages.
- Circulation will increase by at least 30% the first year of operation to correspond with increased collection size and audiovisual formats.
- Orange Cove Neighborhood Library staff will provide excellent customer service to each patron in English or Spanish as appropriate.
- County Library staff will develop bilingual promotional materials such as bookmarks and electronic announcements on the library's web page that will guide children, teens and adults to popular new materials. Featured promotional items will appeal to many interests and skill levels.
- Increase both staff and patron use of the library's reader's advisory subscription database *Novelist* by 25% through instruction and promotion of services.
- Increase patron use of Spanish language resource databases by 25%.
- The Library will develop and maintain selected Internet links that will guide patrons from the library's home page to reading materials and titles that fulfill their recreational reading needs.
- Library staff will instruct children and teens in use of age appropriate web pages to promote reading as a recreational activity. Increase use of the children's and teen web pages by a minimum of 25%.
- On a quarterly basis, library staff will submit purchase orders to the appropriate selection team for popular titles to maintain the collection and meet the interests of Orange Cove residents.
- Library Administrative and branch staff will develop and implement a schedule to withdraw outdated and under utilized materials, evaluating collection strengths and weaknesses and adding materials and formats as appropriate.
- Staff will elicit input from local residents about collection needs as part of on going needs assessment and collection development.

Service Indicators:

Percent of change in circulation of popular print and non-print materials based on statistical reports

In-house use percent of change based on statistical reports

Percent of change in patron registrations based on statistical reports

Correlation between collection content and community demographics

Number of computer use sessions to access reader's advisory databases

Service Objectives

- Provide convenient hours of service that will promote library use for recreational and informational needs. Evaluate library hours semi-annually and recommend changes as appropriate to meet changing needs of the community.
- Preschool classes will be invited to visit the library at least two (2) times per month for programs that feature appropriate literature and promote reading and learning activities.
- The Fresno County Day Care Bookmobile will continue to make seasonal visits to Orange Cove Day Care and Head Start Centers to introduce staff, children and families to the library as a valuable resource, promote early literacy and cultivate positive teaching methods in day care centers.
- Orange Cove Neighborhood Library will participate in the annual Fresno County Library Summer Reading program, which provides fun and informative activities and incentives to promote reading for enjoyment. The library will partner with such local organizations as the Orange Cove Youth Center, Target 8 Committee (a planning group for childcare facilities in Orange Cove) and the Orange Cove Chamber of Commerce
- Orange Cove young adults will participate in the teen summer reading initiative, Reading Rave sponsored by the Fresno County Library. The annual program will feature books on fun and interesting topics for teens, reading incentive prizes and programs such as open-mic poetry night, chess programs or movie nights.
- Administrative and branch staff will develop partnerships with community organizations that bring books, recreational learning experiences and programs to underserved populations such as English learners, literacy learners, migrant and immigrant families and senior citizens.
- Branch staff will ensure that displays, bookmarks, electronic announcements and other merchandising materials are kept fresh and relevant to Current Topics and effectively promote library resources.
- Branch staff will inform patrons about the use of library technology as a reader's advisory tool through on going publicity and scheduled group or one-on-one training.
- Library staff will attend continuing education courses to ensure their familiarity with a wide variety of tools and resources to assist patrons in selecting materials of interest.
- Library Administrative staff will evaluate customer satisfaction with library services, as part of on-going library needs assessment.

Service Indicators:

Percent of change in circulation resulting from displays and promotion activities

Number of preschool visits and program attendance

Number of registrations resulting from community outreach

Percent of change in summer reading participation based on statistical reports

(8) Life Long Learning

Need: Orange Cove is a rural community with few resources available for continuing or community education. From the very beginning Orange Cove's development has been linked to agriculture. The City estimates that more than 70% of all jobs are tied to agriculture. The needs assessment identified an interest in preserving the history and agricultural roots of the community. Senior citizens are particularly interested in a history collection and related programs that will teach children about the area's history. Orange Cove residents also expressed a need for local access to continuing education and personal development opportunities. Residents noted the importance developing a sense of place and communicating a vision for the future of the community, especially to the children.

Goal: Orange Cove residents will have available to them an in-depth, accessible and organized collection of materials on a wide range of subjects that support lifelong learning for self-directed personal growth and development. Residents will have local access to programs, workshops and opportunities that promote learning at all stages of life.

Local History: There is interest among Orange Cove residents to collect and present historical information about the community dating back to the early agricultural beginnings of the area. The new library facility with multimedia and videoconferencing capabilities will facilitate remote workshops, classes and presentations on topics of interest to seniors and other groups in the community.

Facility Objectives

- Ample shelving for collections on a variety of topics and comfortable seating areas will support self guided study and continuing education.
- The Orange Cove Neighborhood Library will offer a Multi-Purpose Community Room and Homework Center equipped with video conferencing and multimedia presentation capability for learning enrichment activities.
- Group Study, Conference/Tutoring Room will be provided with laptop computer capability that will support self-directed study or small group study/meetings.
- A Technology Learning Lab equipped with 10 public computers and 1 instructor's workstation will facilitate interactive training, workshops and individual study.
- The Library will offer an area for two or three-dimensional art and cultural displays to include materials related to area history and the predominant Latino culture.
- Library Administrative and Branch staff will evaluate facilities layout annually in relation to use patterns and make appropriate adjustments (as feasible) to meet changing needs.

Service Indicators:

Materials added to the local history collection

Number of cultural displays

Number of scheduled programs in meeting room and attendance

Collection Objectives:

- Increase the library's collection to a maximum of 32,200 items (from current holdings of less than 14,000 to meet the Fresno County Library standard of 2.3 items per capita for rural libraries.
- Residents will have access to a wide range of electronic resources including full-text magazine and newspaper indexes and databases such as *EBSCO*, *Informa!* and *Ancestry Plus* on all library computers and from remote access through the library's web pages.
- Incorporate materials in new formats and technologies into the collection, as they become available to expand the scope to materials available to Orange Cove residents. Emergent collections (e.g. e-books) will be developed through Fresno County Library and SJVLS collection and technology plans.
- On a quarterly basis, library staff will research and submit purchase orders to appropriate selection teams that meet the informational needs of residents.
- Library staff will elicit input from the Orange Cove community to further identify relevant resources.
- Collection Development and branch staff will monitor patron use patterns and evaluate the collection continually to align resources with current demand.

Service Indicators:

Percent of change in circulation based on statistical reports

In-house present of change based on statistical reports

Number of computer use sessions

Service Objectives

- Increase library card registrations by at least 25% during the first year of operation.
- Meeting and conference rooms will be used at least 80% of library open hours for meetings, workshops, conferences or study. The meeting room will be available for evening meetings or events.
- Employ videoconferencing to bring remote and interactive workshops, seminars, classes and programs to Orange Cove residents. Opportunities for programs related to business interests, life long learning for seniors and adults and non-traditional library users (e.g. English learners) will be pursued.
- Expand computer education classes for seniors. At least one (1) class per month will be offered on basic to advanced computer skills with emphasis on areas of specific interest to seniors.
- Expand library/community partnership with the Orange Cove Senior Center to co-host programs or discussion groups that pertain to the history and agricultural roots of the Orange Cove area and Central California.

- Volunteers from the Fresno County Genealogical Society and library staff will present workshops on how to utilize the *AncestryPlus* electronic database and other genealogy web sites.
- Library Youth Services staff will collaborate with the Kings Canyon Unified School District through **Joint Venture** services and County Health and Human Services to offer a series of Parent Education classes. Topics may include, parenting the adolescent, parent/child communication, drugs, alcohol and children, helping your child with homework and parenting the disabled child. A series of parent education classes will target the needs of teen parents.
- Community organizations will sponsor a variety of programs and events for all ages to be held at the library facility.
- Provide volunteer opportunities for seniors and other residents.
- Develop assessment and evaluation methods to measure customer satisfaction

Service Indicator:

Percent of change in registrations based on statistical reports

Schedule of activities and events in meeting areas

Attendance at schedule training, programs, workshops and events

Customer satisfaction rating based on evaluation methods

(9) Commons

Need: Meeting space of various sizes, designed for a variety of purposes, was identified as a need that is important and valued by Orange Cove residents. Community residents, school district officials and service providers expressed need for space to support tutoring, homework and academic study, small or larger group meetings, interactive workshops, community events, children's activities and reading. There is no facility in the community with a meeting room to host a workshop or event that requires the use of technology and presentation equipment. The Victor P. Lopez Center is available for private parties (fee based), and large community meetings and events free of charge to non-profit organizations. However, the community center does not have the facilities or infrastructure to accommodate interactive workshops, programs and videoconferences which, is an important service need expressed by the community.

Goal: The Orange Cove Neighborhood Library will provide a Commons environment to address the need for community residents to interact with others, hold meetings and events.

Multi-purpose Community Room and Homework Center and the Group Study, Conference and Tutoring Room: The Orange Cove Neighborhood Library will provide a variety of meeting and gathering spaces, which address the complex service needs of local residents. A Multi-Purpose Community Room and Homework Center with a seating capacity of 60 and adjacent kitchenette will enable community residents and organizations to host educational, recreational and cultural events. A complete videoconferencing and presentation system will be installed in the multi-purpose room to facilitate remote and interactive seminars, workshops and conferences.

The Group Study, Conference and Tutoring Room, which sits 6, will be used frequently by students who need to study and brainstorm together, small meeting of staff and public users, and by tutoring pairs working on literacy or academic support. The room will have Internet access via both hardwired and wireless connections.

A copy center with photocopy and FAX capability is also an important need expressed by the community. Space will be provided in the building to post announcements and distribute information to residents.

Facility Objectives

- A Multi-Purpose Community Room and Homework Center with adjacent kitchenette and video conferencing equipment will accommodate community meetings, presentations, interactive workshops, cultural, educational, recreational and human services activities.
- Group Study, Conference and Tutoring Room will support home work and study needs, literacy tutoring and one-on-one or small group meetings.
- The Orange Cove Neighborhood Library will provide space for brochures, announcements and distribution of community information.
- The Orange Cove Neighborhood Library will feature a Copy Center with at least one black and white photocopier and a FAX machine for public use.
- Library staff in conjunction with the community will develop policies and procedures to ensure equal access to meeting spaces for appropriate functions.
- Library Administrative staff will develop evaluation methods to determine customer satisfaction.
- Designated library staff and community volunteers will be trained in event scheduling.

Service Indicators:

Number of meetings and events scheduled in meeting spaces

Attendance at meetings, events and programs

User satisfaction ratings for facilities and events

Services and Implementation Plan

Staffing

The library will be staffed by one full time Bi-lingual Librarian, one full time Library Assistant II, a Library Aide at 15-20 hours per week to assist with shelving, collection maintenance and possibly computer troubleshooting and a .4 -.5 janitorial staff for building cleaning and maintenance. Staffing levels are subject to Fresno County Board of Supervisors approval.

Additional support staff from Central Library Departments will be provided for supervision, **Joint Venture** services and program planning and implementation, administrative support and technical services. This level of staffing is consistent with that in similar size branches within the Fresno County Library system. The library is currently undergoing a staffing audit to determine specific staffing levels in relationship to workload measures. These workload measures include circulation counts, in-house use, reader's advisory transactions (RATs), computer use sessions and assistance. This study is scheduled for completion in 2004 and will help determine any changes to the specific staffing levels for the Orange Cove Neighborhood Library.

The Kings Canyon Unified School District will provide certified teachers 3 afternoons/evenings per week to assist K-12 grade students with homework assignments and provide support for literacy and ESL programs offered through the school district.

The Fresno County Library has a well-established volunteer recruitment and training program designed to encourage County residents to assist others in the learning process. Volunteers will be recruited and trained for a variety of duties that will provide opportunities to gain new skills and share their experiences with others. Volunteer services also includes training for work-study students. Publicity and recruitment information is routinely sent to educational institutions and community organizations to promote work-study and volunteer opportunities in the library. Volunteers will be recruited specifically to provide literacy tutoring and homework assistance. Volunteers for the Homework Center will be trained by the School District to provide knowledgeable assistance.

Hours of Service

The Orange Cove Neighborhood Library is currently open 32 hours per week. Public service hours are Mondays through Thursdays 10:30-12:30 and 1:00-6:00 and Saturdays, 10:00-2:00. During the needs assessment process there were numerous requests to offer more evening and longer Saturday hours to accommodate working families. Fresno County is proposing to increase the Orange Cove hours to 40 hours per week, with the specific hours of operation being determined before the new library opens. The public service hours of each Fresno County Library location are reviewed semi-annually and compared with circulation, in-house use and other service patterns. Hours are adjusted as appropriate to meet changing needs.

Detailed Description of Services

A new Library with space to provide a variety of services is an important quality of life need for Orange Cove residents. The Orange Cove Neighborhood Library Service Area is a rural community located some 30 miles southeast of the Fresno Metropolitan Area and 9 miles northeast of Reedley. More than 87% of the population is of Hispanic or Latino origin. Immigrants from Mexico and El Salvador comprise a large segment of the Orange Cove population. The dominant occupation of community residents is farm or agricultural labor (40% to 70%). Poverty, limited education and English language skills magnify the geographical

isolation faced by the majority of Orange Cove residents. The overwhelming majority of community residents want a multi-purpose library facility that will meet their complex socioeconomic needs. Input from key leaders, school district staff and families, government officials, organizations, and residents enabled library staff to identify the valued and important needs of the community and translate those needs into library services.

Technology Learning Lab

Orange Cove has a high rate of poverty and access to computer technology is limited in the community. The library currently provides four computers which, logged more than 8,000 use sessions during 2002-2003 fiscal year. The new library will provide a Technology Learning Lab with 10 public computers and one staff workstation. 18 additional workstations will be placed throughout the library. All computers will have Internet connectivity and be equipped with a full array of productivity software, including word processing, spreadsheet and/or presentation programs. Links on library web pages will lead patrons to authoritative Internet sites on a broad range of subjects, and to a full accompaniment of subscription databases including *InFoTrac*, *EBSCO* and *World Book Encyclopedia*. Library staff will provide computer and information literacy classes in English and Spanish for all ages. Classes will include basic to advances skills such as typing, word processing, e-mail and Internet searching. Special attention will be given to guiding Spanish speaking patrons through carefully selected links on the Internet and subscription databases that provide content in Spanish. Computer accessories will include at least one high-speed central networked printer with color print option, scheduling and print management software. The software will enable staff to devote more time to direct customer service through workload reductions in managing computer functions.

Children and Family Computer Access Computers

Community input during the Orange Cove needs assessment repeatedly pointed to the need for a generous number of computers in the library. There was also an expressed need for parents and children, to work together on the computers. All of the four computer workstations in the Children's Area will be sit-down stations, each with two chairs so that children can work together, or children and family members can work together at the computers. Three of the computers will provide full access to the online catalog and Internet sites for children, and one will be a dedicated for the online public access catalog.

Expanded Library Collections

The community placed a high priority on expanding the library collection to meet the varied needs, abilities and interests of the community. The current collection size is 14,234 items to serve a population of 8,767. The library's goal is to provide a total collection of 32,200 items to meet the needs of the projected 2020 population of 14,000. The projected collection size will conform to the library's standard of 2.3 items per capita. Circulation increased 9.3% from 2002 to 2003, and Readers Aid Transactions increased 26%. These indicators suggest a high demand for library materials in the Orange Cove community. The community needs assessment identified a particular need for Spanish language materials, children's and young adult materials, literacy resources, job and career information, large print and audiovisual formats. The collection will include more than 17,500 children's and young adult items, more than 4,900 multimedia items and over 115 periodicals and newspapers. Library collections will be arranged on appropriate sized shelving for ease of access and merchandised through attractive displays that will be changed monthly to maintain currency. Trained library staff will assist patrons in identifying and locating library materials in house and through the Fresno County Library's extensive database of resources. Staff will also guide patrons through use of reader's advisory tools such as *Novelist* and *EBSCO host in Espanol*.

Spanish language Collections

The population in Orange Cove is approximately 87.7% Hispanic. In the home 73% of the population speaks Spanish, and 49% of the residents report speaking English less than “very well.” Many children in the service area enter school unable to speak English---between 56% - 66% of all kindergarten age students are English learners. Most literate adults in the community read Spanish better than English. Spanish language collections will be provided for each age group in the community, and will be placed prominently throughout the new library. All signage and directional information will be in both Spanish and English. Approximately 22% of the collection, other than periodicals, will be in Spanish. Children and parents who participated in the community needs assessment spoke to the fact that while school-aged children speak both Spanish and English, they are taught to read and write in English. Consequently, library collections for the statistically young community should be balanced to meet both the Spanish and English reading needs of adults and seniors and the largely English language reading needs of younger readers and upcoming generations. In the area of periodicals, a large percentage 31% of resources will be in Spanish, to encourage recreational reading in the community.

A variety of print and non-print titles will be selected to meet the varied interests and abilities of Orange Cove residents. Bilingual library staff will provide assistance and training on use of Spanish language resources. The new facility will enable the library to co-sponsor cultural events with community organizations.

Literacy Outreach Services

A high percentage of adults in the community have very limited English language and reading skills. More than 54.6% of adults have less than a 9th grade education. In addition, more than 66.1% of students in the Kings Canyon Unified School District are English Language Learners. Literacy is a critical life skill that has a significant impact on employment opportunities, income and overall quality of life. The new library will provide Literacy Outreach Services with collections, programs and services for self directed or tutor assisted learning. The literacy collection will include both print and non-print formats that focus on reading and writing English and developing basic math skills. Print resources may include such titles as *English for Spanish Speakers*, *101 American Idioms* and *English on the Job-Ingles en el Trabajo*. Non-print resources may include such offerings as *English for Everyday Activities* (audiotape), *Citizenship*, a Bilingual Overview of U.S. History and Government (video), and *The New Oxford Picture Dictionary-English/Spanish*. Designated library computers will be equipped with special literacy software including but not limited to titles such as *Smart Start English* and *Word Town Basic English/Spanish Vocabulary*.

The library will partner with the Kings Canyon Unified School District, and the Orange Cove community to recruit tutors and inform potential learners about literacy services. Library staff, lead by the Literacy Coordinator, will provide tutor training and learner orientation. Tutors, library staff and volunteers will help residents of all ages meet their literacy goals.

Job and Career Information Center

Orange Cove has more people living in poverty, (44.54%), than any other city in California. The average unemployment rate in Orange Cove was 27.3% in 2003, and the per capita income was less than \$8,000. High unemployment and low income can be attributed to the seasonal nature of work in the area's predominate industry (agriculture), coupled with few employment options for a largely unskilled labor force. Community leaders and residents identified a critical

need for resources and training that will assist residents in finding sustainable employment and exploring diverse career options.

The City has adopted a strategy and is implementing a plan to improve the lives of its residents. Significant projects are in planning and/or underway with phased development to meet both economic and quality of life needs in the community. At the heart of many of the projects is the need to expand the possibilities for Orange Cove residents through education and new job and career opportunities. A bilingual collection related to jobs and careers will be developed and maintained in the new library. Materials in both print and non-print formats will reflect the varied skill and ability levels of residents. High School Equivalency, GED and sample test books for a variety of jobs will be included in the collection. Audiovisual formats will be purchased to enhance learning, especially for residents with limited literacy skills.

Computer resources will guide residents through skill and interest assessment, job training requirements, and job search strategies. Trained library staff will provide computer literacy classes and instruction in use of productivity software to help residents gain new skills required for jobs in the modern work place. Basic to advanced computer skills will be taught including, keyboarding, word processing, e-mail and basic Internet, and resume preparation. Instruction for the computer classes will be conducted in English and Spanish.

Materials on college and career choices for teens will be provided as well as outreach programs designed to introduce young adults and their parents to college and vocational school requirements and financial aid opportunities.

The Fresno County Library will collaborate with other agencies in the community to provide Orange Cove residents with job and career services. The library has established a collaborative relationship with the Fresno County Workforce Investment Board, Workforce-Connection and the One-Stop Employment Centers in Fresno and Reedley. The Workforce Investment Board coordinates and funds the job and career services activities of 17 different Fresno County organizations with 200 million dollars received through the Workforce Investment Act. Fresno County Library is a working partner of the Fresno County Workforce, which provides career services to youth, low-income adults and laid-off workers. An initial meeting was held between Fresno County Library Career Center staff and the One Stop Shop Director in February 2003 to finalize the agreement for exchanging job information services. Collaborative programs and sharing employment resource are on going. They will be available in the Workforce offices and library branches, including Orange Cove Neighborhood Library. Fresno County Library and the Workforce-Connection are continuing to expand this working agreement, and both are looking forward to a long-term relationship which targets and benefiting all residents who are unemployed or underemployed.

Service options will include training in job search strategies taught by the Jobs and Career Services Librarian and other qualified library staff, and conference space at library sites for career counselors and employers to meet with job seekers. Funding will also be available for library materials, including computer software. The library will also partner with employment service agencies in Orange Cove such as SER and Proteus to offer work experience and career exploration opportunities to adult and student participants in job training programs.

Community Gathering Place (Commons)

Orange Cove residents identified a need for building elements that reflect the culture and vision of the community and lend themselves to social interaction, cultural events and access to service providers. The Victor P. Lopez Center provides space for private events (fee based) or use by non-profit organizations free of charge. However, the facility does not have the capacity to integrate technology and presentation devices for use in workshops, programs, classes and meetings. The new library will provide a multi-purpose meeting room to accommodate community events, programs, and workshops or group meetings.

A smaller Group Study, Conference/Tutoring Room will accommodate study groups, one-on-one tutoring or meetings with service providers. Library staff and volunteer assistants will schedule use of meeting facilities to assure equal access to eligible residents and organizations.

A copy center in the library will provide photocopy and FAX services. The new library will provide ample space to post flyers and community information and to display brochures from community organizations.

Services for Seniors

The needs assessment demonstrated that the senior population is under served in Orange Cove. Large print books are very popular among Orange Cove seniors. The new Orange Cove Senior Center is being built only ½ block away from the new library site. It is anticipated that we will have much higher usage by seniors with our close proximity to their new Center. Presently the large print collection in the current library is limited to a small collection of books that rotate every 2 months to provide fresh selections. Orange Cove seniors and other community members are interested in preserving the history and culture of the community dating back to the early settlers and highlighting the agricultural beginnings of the area. . The new library will provide ample shelving for a permanent collection of large print books, and space for local history books and ephemera. The new facility with a Technology Learning Lab will enable the library to provide multi-level computer instruction for seniors and other members of the community. The Community Living Room will be a relaxing, comfortable quiet place away from high traffic areas will provide a quiet space for seniors and other residents to read periodicals or browse new materials. The library will partner with the Orange Cove Senior Center to offer programs on local history and other topics of interest to local seniors as well as volunteer opportunities in the library.

Access for the Disabled

Residents of Orange Cove want a library facility and services that are accessible to all members of the community. All physical aspects and furnishing of the new Orange Cove Neighborhood Library will meet or exceed Americans with Disabilities Act (ADA) standards, including entrance and exits, aisle space, restrooms, and public service and seating areas.

Fresno County Library offers a variety of services to patrons countywide with visual and physical disabilities through the Talking Book Library for the Blind (TBLB). TBLB is a sub-regional library of the National Library Service for the Blind and Physically Handicapped (NLS) and provides both mail and in-person talking book services to residents of Fresno, Kings, Madera and Tulare counties. TBLB's collection includes specially formatted audio books, talking book machines, and Braille books and magazines. In addition TBLB offers free subscription services to 50 local, State and national newspapers through Fresno Access News. Deaf residents may access the library through the California Relay Service (CRS). Assisted Listening Systems are available for Neighborhood libraries to borrow as needed to serve patrons with hearing impairments.

A sign language interpreter is provided by Fresno County Library upon request for library programs and events.

Resources and Programs for Children and Young Adults

More than 43% of Orange Cove's population is under 20 years of age. At least 60% of Orange Cove Neighborhood Library users are children and teens. Circulation and Reader Advisory Transactions increased 48% and 26% respectively as a result of high demand by children and teens. Orange Cove leaders and residents placed a high priority on services for children and teens to provide additional educational opportunities and a positive environment for recreational and social activities. The new library will offer designated spaces for children and teens. Age and content appropriate library materials in many formats will meet the academic, recreational and co-curricular interests of children, young adults, parents, caregivers and school staff. The collection will also include materials that focus on the needs of children with physical and developmental disabilities. Library staff will provide guidance in use of the library's electronic resources including the library catalog, children's and teen web pages.

Computers, listening stations and comfortable and appropriately sized seating will provide an inviting, neutral, environment for youth to study, meet, read or just "hang out". The Children's area will offer ample space for enrichment programs such as preschool storytimes; a valued need expressed by parents, school staff, and community youth advocates. The Orange Cove Neighborhood Library will participate in the County library's annual summer reading initiative for children and young adults. The reading program is designed to promote skills development, literacy and reading as a recreational activity, will provide paid performances, prizes and other incentives that encourage children to read throughout the summer.

The Library will recruit and train volunteers to offer the Grand Parents/Grand Readers and Books (GAB) Program, an informal one-on-one reading program designed to bring seniors and children together in a multigenerational experience, and to develop a life-long appreciation of language and reading. The reading program, which pairs children with trained volunteers, will be offered year round for children of all ages.

The County will partner with the Kings Canyon School District to provide the opportunity for Orange Cove teen parents to participate in the Teen Parent Outreach Program. The three-part program will introduce teen parents to the tools necessary to foster reading skills and enjoyment in their children. The program consists of the three elements:

- a) Workshops to address special needs of teen parents, and will offer services and resources for this target group. Workshops will cover topics such as why reading to one's baby is important, techniques for reading to babies, choosing age appropriate materials and using household objects to enhance a story.
- b) An interactive lap sit program for parents and their children to model the skill learned.
- c) A collection of parenting resources selected to meet the special interests of teen parents, which are relevant to parenting, teen interests, and developing life skills.

Joint Venture Services

This area will enable the library to expand its services to K-12 students through collaborative activities with the Kings Canyon Unified School District. The Library and District partnership will extend formal learning beyond the school campus and create additional opportunities for learning enrichment as defined during the community needs assessment. **Joint Venture** service needs identified with the District include:

- Study and tutoring areas in the library
- Computers equipped with Internet and productivity software
- Internet links to appropriate age and grade level homework sites
- Subscription databases to facilitate research
- Classes in computer and Information literacy
- Homework collection, including K-12 core textbooks
- Certified Teachers and Trained Volunteers for homework and study
- Improved communication between library and school staff to better serve students
- Remote access to school and library databases
- School and library staff in-service training
- Enrichment and life long learning opportunities
 - Outreach to kindergarten, teen and adult students
 - Parent education classes
 - Targeted Teen Parent Education

The **Joint Venture** activities realized during the Orange Cove Community Needs Assessment focus on enhancing and extending the District's academic and support programs to meet educational and lifelong learning goals of District students and families. Specific **Joint Venture** services developed during the community needs assessment include the following:

Homework Center

The Orange Cove Neighborhood Library is very popular among the student population. Library use by students comprises at least 60% of total use as shown by such indicators as circulation, computer use, in-house use and program attendance. Community leaders and parents want the library to empower students with tools for success by providing a supportive environment and more resources that meet their academic needs. The new library will provide dedicated study space and library computers to meet the homework and research needs of all students and the specific need of students in grades K-12. The Homework Center will offer a supportive environment for students to study, complete homework assignments and perform research. On weekday afternoons the Homework Center will be incorporated in the Multi-Purpose Community Room, and will provide individual and group study space for 20-24 students. The Homework Center will be a **joint venture project**, planned and implemented cooperatively with the Kings Canyon School District to meet the educational goals of the School District and the educational support goals of the library. Staffing in the Homework Center will be provided by KCUSD Certified Teachers 3 afternoon/evenings per week. Trained Homework volunteers will be available at other times to provide students with homework assistance. The Homework Center will also be equipped with 12 laptop computers to assist students with schoolwork preparation.

The Kings Canyon Unified School District will provide textbooks for K-12 core classes for in-house use by District students. County Youth Services Librarians, in consultation with District staff, will purchase a core collection of formal education support materials, which conforms to California grade and contents standards. High demand print materials related to homework

assignments such as California Missions, California Indians and States will be available in sufficient quantities for in-house use. Subject and genre-related booklists for preschool through grade 12 created by Fresno County to further assist students with homework and study requirements Youth Librarians will develop and keep current Pathfinders to direct users to the library's wide offering of relevant print and electronic resources. Computers will be equipped with Real-time homework assistance through an electronic subscription service. Students may also submit electronic reference requests to the Central Library through the library's web page. Students will have access to age and grade level appropriate homework sites through the library web pages specifically designed for children and teens. The web sites are reviewed by librarians and updated monthly.

Designated library computers will be reserved for homework use during peak after school hours and on weekends. Subscription based electronic resources for students in grades 3-12 will offer full-text magazine and newspaper articles suitable for research and reports. Teachers will have access to professional journals online, and support materials such as bibliographies and online pathfinders. Students will have access to real-time homework assistance and tutoring service such as *tutor.com* through the library's participation in 2/7 reference services. Youth Librarians will provide information literacy and classes on library resources specific to the needs of students and school staff. Computer skills and information literacy classes will be offered to students and the community at large.

To meet the special needs of parents and other adults in the community, where most people do not have home computers or Internet access, the new library will include the Technology Learning Lab where residents can develop computer skills and a stronger understanding of the role of computer technology in today's schools, homes and workplaces. Adult students will have access to study space, volunteer tutor assistance, and a wide array of reference resources in both print and electronic formats to meet their academic needs. Library staff will guide adult students through use of in-house resources, and provide referrals to the Central Library for resources, which are not available locally.

District and Library staff will pursue alternative funding in the form of grants, gifts and donations to support and enhance the Homework Center.

Technology Learning Lab

A Technology Learning Lab will be available for all ages will house 10 public computers and an instructor's workstation with filtered Internet access, electronic resources, subscription databases, and links to age and content appropriate web sites that support homework needs, research, and the co-curricular interests of students and staff. Specific computers in the library will be designated for homework use during peak after school hours and on weekends, as well as the 12 laptop computers will be available to students in the Homework Center

Children's and Teen Library homepages arrange homework help sites by grade levels and California contents standards. Website selectors exercise effective selection criteria to offer the most substantive and authoritative sites to assist students in meeting their information needs. Subscription based electronic resources for students in grades 4-12 will be offered through the library. Full-text magazine and newspaper articles suitable for the research and report writing needs of students and professional journals for teachers and library media staff will be provided. World Book encyclopedia online will be accessible at the library with remote access from school computers for students, staff and residents who have library cards. A homework help

subscription database such as *tutor.com* will be provided on designated computers in the library.

A variety of computer and information literacy classes will be offered to District students, staff, parents and caregivers, and the general public. Classes will be taught by experienced librarians and paraprofessionals and offered in English and Spanish. Outreach services to school students and staff will include formal information literacy training conducted by youth librarians. Elementary and high school classes will be invited to the library for an introduction to the Fresno County Library's children's and teen homepages, with special emphasis/education on homework sites and library provided electronic resources. Computer skills will also be taught including introductory to advance skill levels. The library and district will recruit volunteers to assist students and adults with computer use.

Until the new library is built, Citrus Middle School is offering the use of their Computer Lab for public computer instruction classes to be lead by Fresno County Library Staff.

Literacy Outreach Services:

Literacy Outreach Services will provide designated spaces in the library for one-on-one tutoring, small group instruction and theme based family learning activities targeting K-12 students, families and caregivers. Group Study, Conference and Tutoring Room will have Internet access via hardwired and wireless connections, and will be equipped with a wall mounted white board. An ESL/ literacy collection will include print and non-print formats for independent and tutor assisted study. Materials and services will focus on reading and writing English and developing lifelong learning skills.

Services will include designated computers with specialized literacy software, and listening stations. The Library and the District will partner to host a series of bi-lingual program that will target families enrolled in the District's Title 1 and Community Based English Tutoring (CBET) program. The programs will stress the benefits of reading with children, selection of age appropriate materials and shared learning activities in the home that encourage family literacy, and opportunities available through local Adult Schools.

Shared Electronics/Telecommunications

County and District staffs will plan and implement links to each organization's web pages providing students, teachers, and the community residents with 24/7 remote access to online catalogs, live reference and homework assistance, subscription databases, school and teacher's websites. The Library and the School District will provide instruction on each organization's electronic resources.

School/Community Learning Enrichment

County Youth Librarians will implement a *Library Ambassador Program*, a three tiered-training module for District teachers and support staff, which will provide:

- a. An introduction to the library services and programs for students and families, print and multi-media and electronic resources.
- b. Great Reads for the K-6 audience and how to share them with students, using titles that connect with the California content standards pertinent to classroom instruction.
- c. Informational resources for students in all formats and instruction in essential research skills that foster information literacy.

District resource staff will provide library staff with information and training on K-12 curriculum, resources and programs.

County Youth Librarians will be available to schedule classroom visits the district's middle and high schools as part of Young Adult Outreach. Students will be introduced to the public library, its services and the teen web page. Book talks on new and interesting titles will be presented. Students will have an opportunity to ask questions and provide in-put about their service needs.

Jurisdiction-wide Service Responses

Fresno County Public Library exists to serve the needs of Fresno County residents of all ages. From time to time, we re-evaluate our responsibilities to our patrons and rededicate ourselves to these commitments. In 2003 Fresno County Library engaged in a thorough evaluation process to assess the library's role in the community and the service responses it would meet during the next three years. The following are priority areas and goals that the library determined would help it to carry out its mission. As a branch of the Fresno County Library, the Orange Cove Neighborhood Library will share the mission and goals of the Fresno Library.

Fresno County Library Long Range Goals and Objectives for 2003-2006					
Formal Learning	Lifelong Learning	Business and Career Information	Current Topics and Titles	Basic Literacy	Local History and Genealogy

FORMAL LEARNING

GOAL 1: County residents, Pre-K through adult who are informal learning programs will use materials and resources in relevant formats to support their academic goals.

Objectives

1. Use and circulation of curriculum related print resources will increase by 2.5% each year.
2. Use of electronic databases and library homework help web pages will increase by 8% each year.

Measures:

- a. circulation figures of specific Dewey ranges
- b. hits on library homework help web pages

GOAL 2: County residents in formal learning programs of will make use of equipment and space which support their educational pursuits.

Objectives

1. Patrons will use dedicated Homework Help programs in 15% of all branches by 2006.
2. Patrons will consult library staff and services to answer reference questions in all locations, increasing by 5% each year.
3. Patron access to computers will increase by at least 10% overall countywide, through terminals and/or laptop ports by 2006.
4. Patron's access to study space countywide will increase by 15% by 2006.

Measures:

- a. Homework Help programs created in at least 4 sites.
- b. Number of reference questions answered by the library via telephone, the email reference service, and the 24/7 service combined.
- c. Number of new laptop ports and computers added
- d. Square footages added of new study space, with either carrels or study tables

GOAL 3: County youth in formal learning programs of grades 4–8 will access learning opportunities to increase information literacy skills related to finding, evaluating synthesizing, and using information effectively.

Objectives

1. 5% of countywide schools will access library outreach instructional services each year.
2. Use of tutorials for self-learning, both in print and on library web pages will increase by 5% each year.

Measures:

- a. number of workshops given and attendance
- b. number of requests for tutorial materials
- c. number of hits on Information Literacy web pages

LIFELONG LEARNING

A library that provides lifelong learning service helps address the desire for self directed personal growth and development opportunities.

GOAL 1: County residents of all ages will gain new knowledge and skills from library programs, classes and materials.

Objectives

1. Attendance at classes about finding information on the Internet and in the Library's subscription databases will increase by 5% each year.
2. Eighty percent of patrons participating in classes about finding and evaluating information online will indicate that their skills improved.
3. The number of visits to Library web pages that recommend other Internet resources will increase by 5% each year.

GOAL 2: County residents of all ages will attend programs which foster life-long learning.

Objectives

1. The number of children, ages 0-5, their parents and caregivers who participate in library programs will increase by 1% each year.
2. The number of youth, ages 5-18 who participate in library programs will increase by 1% each year.
3. Attendance at adult library programs other than classes about finding and evaluating information online will increase by 5% each year.

GOAL 3: County residents of all ages will use current and authoritative library materials in appropriate formats and languages to meet their life-long leaning needs.

Objectives

1. Circulation of non-fiction materials will increase by 3% each year at each branch.
2. Circulation of non-fiction materials in languages other than English will increase by 3% each year.

3. The number of articles retrieved from the Library's subscription databases by patrons outside library branches and inside branches will increase by 10% and 5% respectively each year.

GOAL #4: County residents of all ages will consult skilled library staff to answer questions and locate appropriate resources to meet their life-long learning needs.

Objectives

1. The number of questions answered in the library, by telephone, by the Library's email reference service and by 24/7 service combined will increase by 5% each year

BUSINESS AND CAREER INFORMATION

GOAL 1: County residents will make use of information needed to start, operate and expand their own small businesses.

Objectives

1. The circulation of materials in varied formats on small business development in all library locations Countywide will increase 5% each year
2. The use of business-related electronic materials including databases, collections of web links, and FAQ's (Frequently Asked Questions) will increase by 10%.
3. Attendance at classes on small business topics will increase 5% each year.

GOAL 2: County residents of all ages will make use of information to help them choose and/or change careers.

Objectives

1. The circulation of materials in varied formats on self-assessment and career choices for residents of all ages will increase 5% each year.
2. Career Centers will be available in 20% of all branches by 2006 and the number of users will increase 10% each year.

GOAL 3: Jobseekers will make use of information and services to help them obtain employment and to advance in their careers.

Objectives

1. Attendance at adult and teen programs related to job searching and job preparedness will increase by 5% each year.
2. The use of Library web pages listing job opportunities and job hunting resources will increase 10% each year.
3. The use of an online job test preparation resource will be available by 2004 and from then all use will increase 10% each year.
4. Users of job consulting services and programs will indicate that the materials and services met their needs at least 80% of the time.

CURRENT TOPICS AND TITLES

GOAL 1: County residents of all ages will make use of popular materials on current topics in a variety of formats and languages, and receive assistance in the selection of reading materials.

Objectives

1. Use of popular materials, fiction and audio-visual materials will increase by 5% each year.
2. Use of recreational and popular interest online materials will increase by 3% each year.
3. Use of audio services (Dial-a-Story) will increase by 3% each year.
4. Use of library created readers' advisory tools, including bibliographies and pathfinders will increase by 5% each year.
5. Use count for Novelist and Readers Advisory library web page will increase by 3% each year.
6. Number of attendees of Find That Book, an introductory class on using electronic readers' advisory materials, will increase by 1.5% each year.
7. Users will place 5% more material requests each year.
8. Users will receive their requests for best sellers within 3 months.

Measures:

- a. circulation figures
- b. count of hits on popular site pages of youth web pages
- c. count of Dial-a-Story calls received
- d. number of order requests by branches for printed forms
- e. count of hits on Novelist and Readers Advisory web pages
- f. number of attendees at workshops
- g. number of holds placed
- h. length of time to receive holds
- i. in house use

GOAL 2: County residents of all ages will make use of programming that meets their recreational and popular interest needs.

Objectives

1. The public will have the opportunity to attend at least 3% more programs countywide each year.
2. Number of participants in programs on current topics and popular interest will increase by 5% countywide each year.
3. 85% of library program attendees will indicate satisfaction when surveyed.

Measures:

- a. number of programs offered throughout the county
- b. number of participants, through registration forms and attendance counts
- c. user satisfaction as indicated through program surveys

BASIC LITERACY

GOAL 1: County residents of all ages will be able to read and write in English, compute and solve problems at levels of proficiency to function in society.

Objectives

1. Adults enrolled and tutors trained will increase by 5% each year.
2. Literacy/ESL materials will increase by 30% by 2006.
3. At least 30% of learners will accomplish one or more of their goals each year.

LOCAL HISTORY AND GENEALOGY

GOAL 1: County residents will use comprehensive collections in various formats about the history of their communities.

Objectives

1. Use of the local history web pages and the San Joaquin Valley Photo Heritage web pages will increase by 10% each year.
2. The number of Fresno County historic photos available on the San Joaquin Valley Photo Heritage web pages will increase 10 % each year.
3. The number of local history and preservation programs offered Countywide will increase by 10% each year and total attendance at these programs will increase by 3-5% each year.
4. The Library staff will publish one new local history publication/compilation each year.
5. Microfilming of the back files of one community newspaper will be completed each year.

GOAL 2: County residents will use basic resources to facilitate family history research.

Objectives

1. Use of AncestryPlus, a genealogical online subscription available to in-Library users in all branches, will increase 10% each year.
2. The number of genealogical research programs presented or sponsored by the Library and the attendance at these programs will increase by 3-5% each year.

Youth Services Mission and Long-Range Plan

Youth Services Division within the library mission will focus on the diverse needs of all youth from birth through age 18 and those that care for and work with them, and it will do so in a respectful and welcoming atmosphere.

Young Adult Services Department recognizes that young adults (ages 12-18) represent a significant group and the department will strive to meet their varied needs through a proactive service response which supports healthy youth development.

Formal Learning:

Objectives

1. Provide skilled youth staff to facilitate the use of resources.
2. Provide training for staff and students on the effective use of resources.
3. Allocate funds for the acquisition of curriculum support resources.
4. Provide technology access for homework and research in new and existing youth spaces.

Young Adult Services Long-Range Plans

1. Develop timely and relevant young adult collections in all Fresno County libraries.
2. Hire skilled young adult librarian to facilitate the use of resources.
3. Introduce new training components on young adult service for all professional and paraprofessional staff.
4. Pursue formal learning instruction opportunities for teachers and students within and outside the public library facility.
5. Develop and implement literature-based programs, which promote and encourage reading and library use.
6. Create new and expand existing avenues of library access and services beyond the physical library walls.
7. Expand outreach programs to local schools.
8. Promote youth involvement in collection development and programming through the increase of teen councils.
9. Develop cooperative programming with local agencies that serve young adults.
10. Provide meaningful and relevant volunteer program for young adults to meet community's service graduation requirements and offer the development of marketable skills.
11. Expand and promote technology access for homework, research, and recreational use.

Young Adult Programming Goals:

The programming plan of service to teens, young adults and families sets goals for the number and types of programs to be offered in each Fresno County Library based on the library's tiered service structure approach. The goals for neighborhood branches include one or two programs per 10-week programming session or one program and one high school connection. High school connections include participation in high school outreach program, as well as additional school visit opportunities and class visits to the library. At the neighborhood branch level, the Young Adult Services Coordinator and other Young Adult Librarians provide the high school outreach service.

Library Materials Selection Policy

The mission of the Fresno County Public Library is to select, organize, preserve, and to make freely and easily available to the people of the community, reading, viewing and listening materials for information, entertainment, and pleasure. We reach out to offer the record of humanity's thoughts and interpretations of the world around us.

I. Responsibility for material selection

A. Responsibility for initial selection of adult, young adult, and children's materials rests with professional staff members. Suggestions from library users are always welcome and are given serious consideration.

B. The final responsibility for materials selection rests with the County Librarian.

II. Criteria for selection

Each acquisition, whether purchased or donated, is considered in terms of the following standards. Clearly, however, an item need not meet all of the criteria in order to be acceptable. In general, materials, which are produced primarily in advocacy of a specific group, are not added.

A. General criteria:

- Insight into human and social conditions.
- Suitability of subject and style for intended audiences.
- Present and potential relevance to community needs and interests.
- Contemporary significance or permanent value.
- Relation to existing collection.
- Attention of critics, reviewers and public.
- Scarcity of information in subject area.
- Availability of material elsewhere in the community. (Holdings of specialized libraries within this community are considered in developing the library's collection.)
- Price and format.

B. Specific criteria for the evaluation of works of information and opinion:

- Authority.
- Comprehensiveness and depth of treatment.
- Clarity, accuracy and logic of presentation.

C. Specific criteria for the evaluation of works of imagination:

- Representation of significant literary or social trends.
- Vitality and originality.
- Artistic presentation and experimentation.
- Authenticity of historical, regional, or social setting.

Because the library must serve as a resource for the individual to examine issues freely and make his/her own decisions, the collection must contain the various positions expressed on important, complicated, or controversial questions, including unpopular and unorthodox positions.

San Joaquin Valley Library System

Fresno County Library is a member of the San Joaquin Valley Library System and a member of Heartland Regional Library Network and participates in their goals and objectives.

Fresno County Public Library is a member of the San Joaquin Valley Library System (SJVLS), a consortium of nine public library jurisdictions across six counties in California's Central Valley. The system's mission is to assist member libraries to enhance service to their public through cooperation, resource sharing, technology and networking. Library automation support through SJVLS provides access to a shared online catalog and has expanded over the years to include Internet access, Web site hosting, e-mail services, Internet filtering, print management, group hardware and software license purchases and management of a sophisticated wide area network. More information about SJVLS is provided in the Technology Plan.

Technology Plan

Executive Summary

The Fresno County Library integrates technology into its Plan of Service to provide improved and expanded services for library users and to empower library staff to do a better job of serving those users. This portion of the Plan of Service for Orange Cove Neighborhood Library describes how information technology has been integrated into virtually every aspect of this new facility, including its design, collections, services and programs in pursuit of these goals.

The Plan of Service integrates technology to expand the scope, depth and reach of the Library's resources and services beyond those available within the walls of a single library branch. Guidance and instruction in using these resources and services will enhance their value to Orange Cove residents. The delivery of these resources and services is supported by the resources and expertise of the San Joaquin Valley Library System (SJVLS), a dedicated technical support staff, a strong staff training program, and staff specialists in areas such as job/career, literacy, genealogy, electronic resources, web design and children/young adult services.

The existing Orange Cove Neighborhood Library is operating from a 2,500 square-foot facility with a total of 5 public access computers and 1 staff computer. Severe space and technology limitations restrict the Library's ability to support community priorities identified in the Needs Assessment.

The proposed facility will increase the size of the library more than three times and provide a total of 38 public access computers, 5 staff computers, multiple stations for accessing audio-visual materials, and videoconferencing and presentation equipment for use in group meeting areas. All areas of the Library will be wired with conveniently located electrical and data lines to facilitate the relocation of furniture and shelving, and to allow for utilization of laptop computers or telecommunication devices which may be available in the future. The use of a wireless computer system will be investigated during the library design process. Audio-visual areas and equipment will be integrated into the new facility to provide library patrons with access to a variety of audio-visual collections such as audio and videocassettes, compact discs, CD-ROMs, DVDs and other emerging audio-visual formats.

The Kings Canyon Unified School District and the Library have entered into a **Joint Venture Agreement** to support formalized learning activities in grades K-12. Through the agreement, the Library will be able to help the Kings Canyon Unified School District meet the goals it has set out for its students and teachers in its own technology plan. In support of this agreement, the Library will use technology to implement a Technology Learning Lab, Homework Center, Shared Electronic Telecommunications and Literacy Outreach Services.

The Technology Learning Lab will consist of 10 public access computers and 1 instructor's workstation appropriate for individual use or classroom instruction in a variety of computer and information literacy courses. Audio-visual equipment appropriate for instruction will be included in the design of this room. This technology will not only support formal learning activities by students, but it will be available for use by Orange Cove residents of all ages to provide them with greater access to computers and training in their use.

In response to the community's request for homework assistance and tutoring after school hours and on the weekends, the Library will dedicate at least 4 computers for student homework needs during specific hours of the day with additional computers reserved for this purpose as needed. The Homework Center will be equipped with 12 laptop computers to help students complete their school assignments. Besides one-on-one assistance from library staff and volunteers, students using the Homework Center will have access to an online subscription-based service for real-time homework and tutorial assistance. The Library will use technology to respond to the need for expanded collections to support homework assignments by providing access to a variety of general reference databases and electronic resources in English and Spanish, as well as specialized Children and Teen home pages with homework help links arranged by grade-level and California content standards.

In a community with low literacy rates and limited English proficiency, the Library will use technology to ensure Orange Cove residents of all ages have available to them resources and services to help them reach their personal literacy goals. The new Orange Cove Neighborhood Library will provide Literacy Outreach Services for all ages. Specialized literacy software will be available at designated computer workstations, and audio-visual listening stations will facilitate self-directed learning.

Orange Cove residents have a great need for services and resources to help them with employment, and career options. Library users will have access to business information databases and selected links to employment, career, business and financial aid sites on the Internet. The Technology Learning Lab, as well as the Group Study/Conference and Meeting Room, will be used to deliver training in topics such as how to conduct a job search, career assessment, resume writing and interview skills, as well as college preparation for students and parents and financial aid research.

Spanish speaking residents of Orange Cove will not only find collections of print and audio-visual materials in Spanish, but also online resources. The Library hosts a Spanish-language home page and subscribes to a variety of electronic databases, which provide articles in Spanish.

The Fresno County Library's home page directs all users to the array of library services and materials available to them and serves to provide convenient access to library services from inside or outside the Library 24 hours a day, 7 days a week. The online public access catalog provides users with access to all the titles held by Fresno County Library as well as the other 8 library districts in the SJVLS consortium. The Library subscribes to a growing collection of electronic databases for users seeking information related to popular titles and topics, research needs and lifelong learning.

The Library will incorporate a self-check circulation system, computer reservation and print management software as technological solutions to help staff work more efficiently and have time to offer more personalized services to library users.

Through the Library's use of technology, the residents of Orange Cove will have access to an extensive array of resources and services to meet their needs, regardless of age, means or ability. As the needs of the community change, the Library will continue to take advantage of new technological developments and opportunities to meet those needs.

Technology Plans

Kings Canyon Unified School District

Kings Canyon Unified School District (KCUSD) adopted The Education Technology Planning: A Guide for School Districts 2002-2005 in April 2002. The plan is comprised of five essential components:

1. Curriculum
2. Professional Development
3. Infrastructure, Hardware, Technical Support and Software
4. Funding and Budget
5. Monitoring and Evaluation

Technology Vision

Kings Canyon Unified School District recognizes the increasing need to create a learning community of technologically literate, life-long learners. By including technology as a component of a well balanced k-12 program KCUSD will provide students with the opportunity to interact successfully in a technological environment to achieve their personal, educational, and workplace goals. They will skillfully use technology to access, retrieve and use information school-wide, community wide, nationally, and internationally. By using technology as a tool, teachers, administrators, and support staff will become more efficient and effective in facilitating and managing the learning community.

Technology Mission Statement

Kings Canyon Unified School District will incorporate technology as a natural part of education through an integrated, comprehensive framework to govern acquisition, application, and evaluation of technological resources to ensure that all students will have opportunity to develop life-long learning skills necessary to be productive citizens in an information-driven, global society.

By using technology as a tool, the students can:

- Expand their knowledge base.
- Improve their critical thinking skills, problem solving and decision-making skills.
- Access, analyze, evaluate, and communicate information in expedient and efficient formats.
- Work ethically, independently, and collaboratively with a diverse and changing population.

By using and facilitating the student use of technology as a tool, teachers can:

- Improve instructional strategies to increase student achievement and narrow the gap between high and low achievers.
- Accurately and efficiently access, monitor, and communicate student progress to parents.
- Continuously improve professional skills through staff development in technology and the sharing of skills and resources.

By using and facilitating the use of technology, administrators can:

- Provide, solicit, and seek adequate funding, maintenance, support, training and equipment.
- Demonstrate leadership and a vision for the use of technology to increase student achievement and staff productivity.

- Provide immediate and easy access to manipulation of equipment and data sources for teachers and students.

District Philosophy:

Kings Canyon Unified School District hold the belief that a teacher's skillful integration of technology will enhance the development of life-long learning skills such as flexibility, adaptability, critical thinking, problem solving, and collaboration, which are essential to success in our rapidly changing information age. The use of state-of-the-art technology to assist district employees with technology integration will provide for the enhancement of effective district, school, and classroom management.

The School District has adopted 8 Standards to help them meet Curriculum Goals and Objectives. These standards are:

Standard 1: The District will continue to develop a learning environment that integrates technology into curriculum to enhance student achievement and motivations.

Standard 2: The District will develop and implement comprehensive and systematic training for teachers to enhance student achievement through technology.

Standard 3: The Technology Committee will develop and refine technology practices based on ethical perspectives and legal requirements on an ongoing basis.

Standard 4: Students, staff, and the community will have equitable access to technology within the school district.

Standard 5: Tech Support will establish a reliable redundant network, with daily centralized data backup system and district-wide user support and equipment repair.

Standard 6: The District will provide the technology necessary for staff to access, communicate, and manage school-related data.

Standard 7: The District will facilitate collaborative partnerships between businesses, community, higher education, and schools within Kings Canyon Unified School District to promote support for technology.

Standard 8: The Technology Committee will facilitate ongoing planning and evaluation of all critical issues related to technology.

These standards make up the foundation of the KCUSD technology plan, with clearly defined strategies for change that will result in measurable achievements. Technology infusion is a multistage process that will occur over a period of years through the commitment and support of the District Superintendents, Director of Curriculum and Instruction, Technology Committee, PTC, community members and business partnerships.

San Joaquin Valley Library System

The library's ability to deliver the technology and services described in this plan is strengthened by its long-standing relationship with San Joaquin Valley Library System (SVJLS), a consortium of nine library districts across six counties in California's Central Valley. The system's mission is to assist member libraries to enhance service to their public through cooperation, resource sharing, technology and networking.

Library automation support through SVJLS provides access to a shared online catalog and has expanded dramatically over the years to include the following technology-related services, which support the services and activities of the library:

Telecommunications Network

- All member libraries, over 94 sites, are connected to the central network via leased lines, mostly frame relay to ATM. All Fresno County Library sites are T1 with a certified information rate (CIR) based on the number of PCs at the location. Bandwidth usage is monitored to identify locations at or near their CIR and increases to this rate will be made as needed.
- Shared Internet access over an ATM leased line, with bandwidth currently set at 10Mg.
- CheckPoint firewall managed by SVJLS with support from Dynix, Inc.
- Internet content filtering via a system-wide subscription to the I Prism service to meet CIPA requirements, with two I Prism appliances operated by SVJLS.
- Coordination of the installation of all building data cabling.

Computer Network

- A Windows2000 network joins all computers to the domain and all staff members have user accounts. File servers support users for system-wide file sharing and sharing within the library jurisdiction.

Applications Support

- Web site hosting, domain registration, design and maintenance for www.fresnolibrary.org and other library jurisdiction sites.
- Horizon 7.3 shared library automation system to support cataloging, circulation, acquisitions and serials at all locations. The public interface is a web-based catalog with enhanced content such as book cover images and reviews which allows library users to easily request materials from any of the nine public library jurisdictions. The library migrated to this new system in November 2003.
- E-mail services provided through a Microsoft Exchange Server as well as LISTSERV Lite to enhance communication between technical service personnel and to support specific projects such as the software migration from Dynix to Horizon in November 2003.
- Coordination of system-wide database purchases.
- Support for access by home users through operation of a Remote Patron Authentication (RPA) server.
- Telecirc II automated telephone notification system which delivers hold notices and allows self-renewal of items by patrons.
- Central coordination of antivirus protection for all networked PCs.
- Installation of Envisionware's LPT: One print management system.
- Use of Track-It software to provide PC software and hardware auditing for software license compliance, network planning, and technology inventory and replacement planning information.

- Implementation of CybraryN software to control public computer reservations and timed access (installation in progress).

SJVLS also provides the telecommunications infrastructure for the Library of California's Heartland Regional Library Network described below. Although the Library of California is facing an uncertain financial future, Heartland has expressed its intent to continue operating at whatever level is possible including seeking other funding sources to provide service to the members. SJVLS has also expressed the desire to help the Region continue to provide service to members; despite drastic cuts in their own funding.

Fresno County Library

Technology

The Fresno County Library has placed itself at the crossroads of tradition and technology by its commitment to delivery information to patrons in new ways and provides them with improved and expanded services. Technology should also empower library staff to do a better job of serving those users. The library is committed to utilizing innovative technologies and solutions wherever possible in pursuit of these goals.

This portion of the Plan of Service describes how information technology has been integrated into virtually every aspect of this new facility. It is structured in accordance with the Plan of Service's goals and objectives, which in turn are driven by the needs stated by the Orange Cove community.

In-House PC Support

The Orange Cove Library will benefit from two levels of technical support by virtue of its participation in a countywide branch system, as well as the larger cross-county consortium. Fresno County Library has a staff of three full-time and ten part-time technical support professionals that provide the primary support for the functionality of all computer hardware, software and peripheral devices. A second tier of technical support is available through SJVLS.

Additional infrastructures are in place that strengthen and direct the information technology systems of the library. For example, the Electronic Tools and Collections Work Group is a forum comprised of rotating staff members from public and support services departments and is chaired by the Electronic Resources Librarian. Their purpose is to discuss and decide issues related to the library's provision of electronic databases, its catalog, Web pages, and productivity resources for the public. A representative of Technical Support Services and the Web Development Librarian also serve on this group. They are responsible for developing designs and technical solutions in their respective areas to implement the library's public service objectives.

Staff Technology Training

Fresno County Library supports professional development at all levels and encourages library staff to develop expertise in the use of technology, and to develop their teaching and training skills so they may instruct patrons and other staff in the use of our databases and other online services. Library staff can access technology training to develop new skills and enhance their knowledge through in-house training, Fresno County Information Technology Service Department classes, and contracted courses and workshops. Fresno County Library's Training Coordinator designs, coordinates and schedules all staff training.

Plans for Future Growth

The existing Orange Cove Library has a total of five public access computers, which is sorely inadequate to serve the needs of the local community. Severe space limitations restrict the library's ability to support services such as onsite computer instruction, local history research, homework assistance, multimedia stations and a community meeting room. Inadequate data and electrical wiring exacerbate the situation and make it impossible to install additional workstations, support videoconferencing and multimedia stations or optimize the handling, processing and security of library materials.

This technology plan clearly demonstrates how the Fresno County Library has carefully planned this new facility to overcome these shortcomings and meet the current and future needs of the community. The forward-thinking design of the building and its technology infrastructure ensures the library is prepared for future growth, as well as technological innovations yet to come.

Orange Cove Neighborhood Library

Orange Cove Community Needs Assessment

Orange Cove is working diligently to transform its community and improve the lives of its citizens. The library's ability to deliver its service program and strengthen these efforts will be enhanced through the utilization of state-of-the-art electronic technology. The technology integrated into the new facility reflects the needs voiced by the Orange Cove community as identified through a series of open community forums, focus groups, meetings with service area groups and organizations, including school district officials, and interviews with community leaders.

Residents were definite about their need for more computers to improve their access to and skills with modern technology. They pointed out the need for expanded space for group study, larger collections and homework assistance to help children to be successful in school. Data collected highlighted the community's desire for expanded areas for library programming and community events. They would like to have more opportunities to improve their language and employment skills. This input from the area's residents has resulted in the integration of electronic technology throughout the new facility with capabilities for future growth and innovations.

Plan of Service Responses

Formal Learning Support

To meet the need of students to attain their educational goals.

During the community needs assessment, residents and educators spoke of the importance of library services to children and students, and the need for technology access and technology training in the new library. The service needs identified include:

- Access to more computers after school and on weekends
- Homework assistance and subject tutoring after school hours
- Study space conducive to both individuals and groups
- Collections which support homework assignments
- Training in basic computer skills as well as in the effective use of the Internet and online databases for school assignments
- Training on job search skills and resume writing

The library can help meet these service needs by offering materials that support both students and teachers as they prepare to meet the state-mandated requirements, including those of information literacy. In a spirit of cooperation and collaboration, the Kings Canyon Unified School District and the library have entered into a **Joint Venture Agreement** to support formalized learning activities in grades K-12. In support of this agreement, the library will use technology to implement the following:

Technology Learning Lab

The library will address the need for additional computers by including a Technology Learning Lab in the new library facility. It will provide a classroom setting for computer literacy training courses covering introductory to advanced skill levels. It will consist of 10 public access computers in an enclosed room with 1 instructor's workstation and a ceiling-mounted LCD projector and screen for instructional support during training classes. All computers will provide access to the Internet, the Fresno County Library online public access catalog and a range of electronic resources and services that directly address the identified needs of the community from elementary and secondary school students to adults.

Examples of computer training classes include:

- Keyboarding skills
- Mouse basics
- E-mail - basic and advanced
- Word processing for beginners
- Basic Excel
- World Wide Web basics

Additional Technology Learning Lab courses are listed under their respective service responses.

Internet Resources

The library subscribes to a number of electronic databases that are accessible from inside and outside the library. They include resources appropriate to a variety of grade levels, as well as information for teachers and Spanish-language speakers. The library offers two specialized home pages for elementary and secondary students, which utilize highly engaging and easy-to-use graphical interfaces. These age-appropriate and content-specific links supplement school resources and support basic research needs of students K-12. These services provide students and adults with a greater depth and scope of resources than can be provided by the physical collection at any single library location.

Homework Center

Students, their parents and teachers identified the need for homework assistance and tutoring after school hours and on weekends. The **Joint Venture Agreement** addresses this need through the creation of a Homework Center. The Multi-purpose Community Room and Homework Center will be arranged to seat 20-24 students at tables for group or individual study. This multi-purpose room can also be easily reconfigured to provide auditorium-style seating for 60 people. This aspect of the space is described more fully under the service response *Commons*.

Twelve laptop computers will be available for student use in the Homework Center. When not in use, these laptops will be stored in the Multi-purpose Community Room and Homework Center Storage Closet in a laptop docking station which will re-charge the computers and connect them to the network for software and virus updates. With a wireless network, these laptops can access the Internet. If this type of network is not available when the library opens initially, students will still be able to utilize the productivity software installed on the units for word processing and other homework- related activities.

Four computer workstations located in the Children's and Teen Areas will also serve as dedicated Internet Homework stations and will be reserved exclusively for student homework needs at specific periods each weekday afternoon and as demand warrants on Saturdays. These computers are in addition to the other 24 public access computers in the library, which are also available for students' use any time the library is open.

Students using the Homework Center will have access to an online subscription-based service for real-time homework and tutorial assistance. In this type of service, qualified tutors provide individualized real-time instruction in subjects such as English, Math, Science and Social Studies for students in grades 4-12.

Certified teachers from Kings Canyon Unified School District will staff the Homework Center three afternoons/evenings per week. District trained student and adult volunteers will provide general oversight and homework assistance to students at other times.

Shared Electronics and Telecommunications

Orange Cove is moving forward, and a new neighborhood library will be a key to the transformation of this small city. Numerous education, economic and quality of life projects are underway in Orange Cove, and the new library will go far in helping the City and service area residents to achieve their goals. Kings Canyon Unified School District is building a new middle school and the first ever high school in Orange Cove. Citrus Middle School will be retrofitted to serve as a third elementary school. All three schools will open their doors over the next three years. All of the schools will have computers in the classrooms, computers in the Media Centers and Computer Labs.

KCUSD's Technology Standards states that the District will continue to develop a learning environment that integrates technology into curriculum to enhance student achievement and motivations. The School District has specific technology standards that students must meet for all grade levels. The Information Literacy programs and the multi-level computer instruction the Library will offer will help students meet the District technology curriculum.

The District's 7th standard is that they will facilitate collaborative partnerships between businesses, community, higher education, and schools within Kings Canyon Unified School District to promote support for technology. The **Joint Venture Agreement** with the Orange Cove supports this District goal.

The library and the School District will further support the Homework Center and the Technology Learning Lab through a number of related collaborative services. Technology will be utilized to support these services in the following ways.

- The two organizations will implement links to each other's Web pages to provide students access to one another's online catalogs, staff-reviewed Web links and remote access to

subscription resources 24 hours a day, 7 days a week, as each organization's contacts and policies permit.

- Joint training sessions will familiarize staff from both organizations with one another's electronic resources using the Technology Training Lab and Multi-purpose Community Meeting Room and Homework Center.
- The County Library Youth Services Department will plan and implement the Library Ambassador Program, a training program for Kings Canyon Unified teachers. The library will use technology to support this program by providing access to electronic resources and instruction in essential research skills that foster information literacy.
- Literacy Outreach Services including literacy materials and workshops. This portion of the Joint Venture Agreement is discussed more fully under *Basic Literacy* since these services extend beyond K-12 formal learning programs.

Information Literacy

To meet the need for residents to obtain the skills necessary to find, evaluate and use information effectively in their daily lives.

When Orange Cove residents asked for more public access computers, they also recognized their need for training classes to help them use those computers. The Technology Learning Lab will provide a classroom setting for computer literacy training courses covering introductory to advanced skill levels for students, teachers and other school staff. Library staff will offer monthly orientations on homework resources for students, parents and volunteer homework assistants. Regularly scheduled training sessions. Instruction may include topics such as:

- Searching the online library catalog
- Searching the World Wide Web
- Effective use of subscription database resources
- How to use electronic reader's advisory tools
- Evaluating print and electronic resources

Library staff will collaborate with the Kings Canyon Unified School District to schedule at least one information literacy class per month for K-12 students. Content will include the library catalog, reference and current non-fiction, child, teen, reference and branch web pages, homework help sites and subscription databases. Experienced library staff in English and Spanish will conduct all training.

These courses will support the School District's goal to promote K-12 library media skills and technology standards. Library staff may be assisted by student and adult volunteers to provide general oversight, homework aid and instruction. Classes will be offered in both English and Spanish.

Trained public librarians will also offer School District staff at least one in-service training session per year on the effective use and application of homework and library resources as part of the **Joint Venture Agreement**. District staff will reciprocate with one workshop for library staff on curriculum and resources provided to students by the district.

Basic Literacy

To meet the need of adults to reach their personal literacy goals and support literacy in their families.

The needs assessment revealed that a 73% of the population speaks Spanish in the home, and 49% of residents report speaking English less than “very Well.” Many children in the service area enter school unable to speak English—between 56%-66% of all kindergarten aged students are English Language Learners. Literacy training for both children and adults is a critical need.

Literacy Outreach Services

The library will address this need by providing space, materials and equipment in support of Literacy Outreach Services. The computers and audio-visual equipment in the library will offer access to a multi-media parenting collection and other non-print literacy materials and tools. Literacy resources will be available in English and Spanish including software packages such as the *Oxford Start English* and the *New Oxford Picture Dictionary English/Spanish*. Both software programs can be used by either English or Spanish-language speakers. These tools will be installed on one computer in the Children’s area and one in the Adult Services area.

The Multi-Media Community Room and Homework Center will have laptop computer capability, and multi-media presentation tools to enhance learning and support classes including, but not limited to, continuing education, parenting skills, early childhood literacy and literacy tutor training. This room, the Group Study/Conference and Meeting Room, and other reader’s seats throughout the library will provide quiet, welcoming environment for literacy tutors and students to meet.

Business and Career Information

To address the need of people to make career choices, obtain employment, operate businesses and manage personal finances.

The Needs Assessment showed the Orange Cove community has a history of chronically high unemployment and low-income levels. Vocational education and job retraining are critical needs in the community. As a result, the library will provide a Job and Career Information Center with collections that focus on resources and services that will assist residents in assessing and developing job skills and obtaining business resources.

The library will use technology to provide access to online subscription databases related to business and selected links to employment, career and business sites freely available on the Internet. These electronic resources will also guide residents through skill and interest assessments, job training requirements and job search strategies. Software packages will be purchased to guide patrons with resume writing and job searching. Community residents can also utilize the library’s resources to research and apply for vocational training and higher education opportunities.

The Multi-purpose Community Room and Homework Center and the Technology Learning Lab will provide the space and equipment to support vocational education classes and small business resource workshops. Other classes could include, but are not limited to:

- Career research and preparation
- Job search resources and skills

- Resume writing
- Job interview skills
- College prep for students and parents
- Researching financial aid opportunities
- Online financial aid applications

These technological solutions will be strengthened by the expertise and efforts of the Job/Career Specialist Librarian.

Cultural Awareness

To meet the need of people to gain an understanding of their own cultural heritage and the cultural heritage of others.

Orange Cove citizens surveyed indicated a need for expanded collections in Spanish. The Library will use technology to provide a more in-depth Spanish language collection and resources that reflect the cultural heritage of the library service area population.

The library hosts a separate Spanish home page with carefully selected links to Spanish-language resources on the Internet. It also subscribes to a variety of subscription databases that provide content in Spanish such as *EBSCOhost Español* and *¡Informe! Revistas en Español*. Future plans in this area include providing a Spanish version of the library catalog and the identification of other non-Spanish, non-English language interface needs. The literacy software available to library users is appropriate for Spanish or English speakers.

Instruction in all of these resources (as well as the other courses mentioned in this plan) will be available in Spanish as well as English to guide students and residents through the use of these electronic resources and other materials in the collection.

General Information

To meet the need of residents to have access to information and answer questions across a wide variety of subjects related to all areas of their life.

The library is a community's gateway to literature, culture, art, music, history, business and technology. Access to this breadth of information is greatly enhanced through the library's use of electronic technology.

The Fresno County Library's home page serves an important role in directing all users to the array of library services and materials available to them. It provides convenient access to library resources and reference assistance 24 hours a day, 7 days a week. A dedicated Web Development Librarian ensures the site is updated regularly. The following are examples of the information and services accessible from the library's web site:

- **Online Catalog:** ValleyCat is the online catalog of the members of the San Joaquin Valley Library System. In addition to providing in-library and remote access to the collections of the Fresno County Library, ValleyCat allows library users to search and request materials from eight other library jurisdictions. This web-based catalog has enhanced content such as book cover images and reviews
- **Ask A Librarian:** Besides face-to-face and telephone reference services, library users can e-mail reference questions to a Fresno County Library staff using one of the "Ask A

Librarian” options on the web site. Users have the choice to contact a librarian in Adult, Children’s or Teen Services or the California History and Genealogy Room.

- **Recommended Internet Resources:** Library staff selects up-to-date, authoritative Internet resources on frequently requested topics such as government, health, education and news, as well as state and local information.
- **Human Services Resources:** The Fresno County Resources Online Directory contains information about public and nonprofit programs available to assist individuals in Fresno County. These programs cover a wide range of services, including food, clothing, housing, health care, transportation, and recreation.

The library collaborated with other Fresno County agencies to develop the Network of Care, a single user-friendly web site to access services, supports and community resources for mental health consumers, parents, seniors, people with disabilities and their caregivers. This effort has been recognized as a model program for using Internet technology to enable the general public to access valuable health information.

- **Databases:** The library currently subscribes to 25 electronic databases to meet the diverse information needs of its users. These can be used by students to support formal learning activities as well as the general public to support their own personal research and recreational reading. Most of these databases can be accessed from either inside or outside the library. A complete list of subscription databases is located in the Appendix.
- **Age-Appropriate Home Pages:** The library offers two specialized home pages for elementary and secondary students with age-appropriate and content-specific links to supplement school resources and support basic research needs of students K-12.

Current Topics and Titles

To meet the need of residents of all ages to explore popular topics and share in fulfilling recreational activities.

The Fresno County Library online catalog and its variety of subscription database resources assist library users in locating popular titles and material on current topics from within or outside the library. The catalog’s enhanced search options help users locate materials by a specific format and provides lists of current bestsellers. The Children’s and Teen’s home pages help younger library users (and their parents and teachers) identify age and interest-appropriate materials for research activities and recreational reading. The Technology Learning Lab will be used to offer workshops for using the online library catalog and electronic reader’s advisory materials to locate materials.

In a community with low literacy, access to audio-visual materials will be very important. The four multimedia listening stations installed in the library will provide users with in-library access to non-print materials such as video, DVD, CD-ROM and audiocassette tapes. Fresno County Library is also investigating the use of e-books in order to expand the scope of the collection available to library users.

Life Long Learning

To meet the need of people for opportunities for self-directed personal growth and development throughout their lives.

The library has incorporated information technology into the new facility in response to the service needs of the community in ways that support lifelong learning opportunities. The computer workstations, software, Internet access, online databases and presentation equipment integrated into the new library will provide Orange Cove's citizens with the physical space, tools and skills to pursue lifelong learning activities.

Commons

To meet the need of people to have a place to meet and interact with others in their community.

The people of Orange Cove desire a safe place where they can retreat for quiet reading and study, as well as gather together for programs and community events. The library will respond to these needs by including 51 reader seats in open access areas, both study table seating and lounge seating, a six-seat Group Study, Conference and Tutoring Room, and a 60-seat Multi-Purpose Room and Homework Center as described below.

Group Study, Conference and Tutoring Room

This room will provide a space appropriate for small groups of students of any age to collaborate and brainstorm. It could also be used for one-on-one tutoring sessions and small meetings of staff and public users. The room will contain a six-place table and will contain electrical and data lines to accommodate the use of laptop computers and other portable computing devices via hardwired and wireless connections.

Multi-purpose Community Room and Homework Center

In response to the need for more room for programming and community events, the new library facility will include a meeting room that will seat up to 60 people. (This space also doubles as the Homework Center described under *Formal Learning*.) The library has integrated technology into this meeting space to allow for laptop computer connectivity, as well as video conferencing and multimedia presentations. This will allow the library to bring remote and interactive seminars, workshops and conferences to the library and its users, and to expand the area available for public access computer use.

Equipment will include, but not be limited to, a video monitor, sound system, LCD projector and VCR, along with telecommunication support for the videoconferencing platform and cable television access. The LCD projector and screen will be ceiling-mounted. This remaining portable equipment will be secured in an audio-visual storage closet. This space will also accommodate a storage cart to store and recharge 12 laptop computers. These units can be checked out by patrons and used anywhere in the library.

This room may be open when other parts of the library are closed, so this equipment will be available for after-hours presentations. The room will also operate on a separate HVAC system.

Technology Plan for Library Service

The Library will use technology to provide the most modern and up-to-date equipment, software, connectivity and design elements to provide access to library materials and services. The new library will sharply expand the range of resources it can provide by virtue of more physical space, eight times the current number of public access computer workstations, and enhanced multimedia channels. The technology strategy is to employ workstations, printers and other devices that are networked and support network monitoring and management using the current accepted standards for such management. It is important to adhere to appropriate standards and protocols, employing cost-effective equipment that will provide reliable and manageable services. The library will utilize an experienced technology consultant in the design phase of the project to ensure the electronic technologies included in the facility will facilitate and expand library service to the Orange Cove community for many years to come.

Computer Hardware and Software

Computer Workstations

The Orange Cove Branch Library will open with a total of 40 public access computers as follows:

Library Area	# Public Access Workstations	Use	Type
Adult Services Area	8	Sit Down	Fixed
	2	Stand Up	Fixed
Teen Services Area	4	Sit Down	Fixed
Children's Area	4	Sit Down	Fixed
Technology Learning Lab	10	Sit Down	Fixed
Multi-purpose Community Room and Homework Center	12	-	Portable

Computers used by library staff and instructors are allocated as follows:

Library Area	Number of Staff Workstations
Technology Learning Lab	1
Circulation Service Desk	1
Information Service Desk	1
Staff Work Area	2
Staff Office	1
Multi-purpose Community Room and Homework Center (Laptop)	1

Two (2) express checkout machines will be installed at or near the Circulation Service Desk.

Twenty-eight (28) of the public-access computers will be hard-wired workstations in the areas noted above. Most of these computers will allow patrons to access the Internet, library catalog, databases and productivity software programs. However a number of workstations are designated as “express” stations for Internet access only or searching the library catalog.

The library will be designed with a technology infrastructure that can support approximately twice the number of public computers stations that are called for in the Orange Cove Building Program—up to 46 public workstations. Although the public access computers will have hard-wired connections, the library will include wireless service for future flexibility and the use of hand-held computing devices. Computer workstations will be modular rather than permanently fixed in place to provide for complete flexibility

Another 12 public-access computers are laptops, which will be stored and recharged in a computer storage cart secured in the storage closet in the Multi-purpose Community Room and Homework Center. These laptops can be checked out by patrons and used anywhere in the library for homework or other uses. They have a battery life of 4-5 hours. With a wireless network, these units will have access to all hard-drive productivity software, as well as the Internet with the capability to print to the network printer. Antivirus protection and software on these laptops can be easily updated through the network using docking stations installed in the storage cart.

The four-place public reader tables throughout the library will be wired with electrical and data lines to accommodate the use of laptop computers and other portable computing devices. The Multi-purpose Community Room and Homework Center and the Group Study, Conference and Tutoring Room will be wired to offer this same type of connectivity.

All computers installed in the library, for both public access and staff use, will use a common operating system and adhere to the most up-to-date configurations recommended by SJVLS at the time of purchase. All computers will be connected to the Internet and equipped with office-

style software, which could include, but not be limited to word processing, spreadsheet and presentation programs. All computers will employ security, virus control and configuration features to ensure they remain readily available for patron and staff purposes, and do not become corrupted or abused. All computer workstations will meet ADA height and clearance requirements.

A four-year PC replacement plan is standard for all Fresno County Library locations to ensure it has up-to-date computers for staff and public use.

At least one public computer station must be equipped to accommodate users with a variety of disabilities. Planners should consult the *Telecommunications Act Accessibility Guidelines* and local code requirements for computer workstation specifics. Equal access guidelines include the following adaptive features. The Orange Cove Neighborhood Library will offer as many of these adaptations as are feasible in a small branch library, and will refer patrons who need additional assistance to other facilities.

- Keyboards with large print key labels, Braille labels or home-row key indicators
- Large monitors and screen enlargement software
- Speech screen output and headphones with volume adjustment
- Mouse alternatives such as trackballs, keyboard control of the mouse or other pointing devices
- Keyboard guards to assist users with impairments that limit fine motor control
- Wrist rests
- Software to modify keyboard response such as repeat rate and keystroke delay
- Availability of alternative keyboards such as mini-keyboards or extended keyboards for users with mobility impairments
- Alternatives to keyboard such as a head pointing system, switch based interface or voice dictation software
- Word prediction software to reduce the number of keystrokes needed for text entry
- One-handed keyboards or “keyboard layout” software
- Audio warning signals made available visually

Printers and Peripheral Devices

A variety of printers will be utilized in the library for public and staff use. At least one high-speed central networked printer will be available to the public with print management/cost recovery software. A public access fax machine, photocopier and networked scanner are available in the Copy Center. The library will also include appropriate peripheral devices needed to conduct staff operations such as a fax machine, barcode readers, network and dedicated printers and receipt printers.

Multimedia Listening Stations

The library will provide space for two (2) multimedia listening stations to access materials in non-print formats while at the library. These stations provide library users with access to materials such as video, DVD, CD-ROM and audiocassette tapes.

Videoconferencing and Presentation Systems

Videoconferencing and presentation systems will be available in the library for use in either the Multi-Purpose Community Room and Homework Center or the Technology Learning Lab. This will allow the library to bring remote and interactive seminars, workshops and conferences to

library uses. Equipment could include, but will not be limited to, a video monitor, sound system, LCD projector, VCR and projection screen, along with telecommunication support for the appropriate videoconferencing platform. A single control panel will allow the easy operation of all audio-visual devices, lighting, and other room functions in the room.

Voice Communications

The design of the library will support wireless handsets, links to local area telephone systems, and other telephony features. A telephone answering system and public address system are also included.

Self-Service Systems

A number of self-service electronic tools will be employed at the library to free staff to serve library users in expanded ways.

- Two (2) self-check machines will be available for library users who wish to conduct their own circulation transactions. The preference is to offer one self-check unit at the service counter to encourage use by patrons, but provide assistance by staff if needed through the use of dual screens; and one freestanding unit located elsewhere in the library. Electromagnetic (EM) as well as radio frequency identification (RFID) systems will be considered.
- Print management and computer reservation software
- Telecirc II toll-free automated telephone system for patrons to review their library account information and renew materials
- Email notification of fines, holds, and overdue materials (2004)
- Online library card registration (2004)

Security

The building will be protected by a security system with a main control panel. This system includes an emergency panic alarm at the desk. A pair of materials theft security pedestals will be installed at each lobby entrance/exit to the library.

Automated Materials Handling System

Space has been allotted in the staff work room to allow for the possible installation of an automated materials handling system to expedite check in and sorting of returned materials. The needed power and equipment have been accounted for in the design of the building. Its installation will be dependent on the economic feasibility of this type of system.

Wireless Computing System

The Library and SJVLS are exploring ways to implement secure wireless computing within the facility using library-owned devices, and to work with Internet service providers to provide wireless access points separate from the system network. Patrons would be able to use their own wireless devices in the library or those provided by the library to access and download Internet information and print. The library would save the load on its network and patrons could access the Internet from anywhere in the library, regardless of available networking ports. It would also minimize wait times for wired PCs. The design of the system will take into account the library's physical and internal infrastructure to pinpoint the optimal number and location of access points to avoid forgotten areas or weak signal points.

Technology Environment

Coordination of facilities and technologies is more critical than ever based on the importance technology plays in delivering library services. In the design of the new facility, we have carefully considered environmental and power requirements to support the various technologies described in this plan. The intent is to install a wiring capability that not only provides interoperability for existing networking technologies, but also anticipates future growth by allowing for efficient reconfigurations and additions.

Power and Cabling

- Structured wiring standards will be employed so that all active equipment (servers, hubs, etc.) is securely located in a separate telecommunications room.
- Independent temperature and humidity controls will be installed for the telecommunications room to accommodate the heat load produced by technology hardware. Adequate ventilation and air circulation will also be taken into account.
- An Uninterrupted Power Supply (UPS) for computer equipment will be installed in the telecommunications room to provide power backup and to guard against surges and fluctuations.
- Separate electrical circuits will be provided to ensure a clean power source for each area of the building.
- Sufficient electrical outlets will be conveniently located throughout the library to facilitate the relocation of furniture and shelving, and to allow for additional workstations and utilization of laptop computers or telecommunication devices which may be available in the future. Fourplex (quad) outlets will be standard throughout the facility.
- Duplex communications outlets (one voice and one data) will be co-located with associated power outlets.
- Category 6 Ethernet cable will be used for all data transfer. Multiple runs will be installed to ensure there are adequate jacks for the equipment in all areas of the library, including telephones, fax machines, and computers. Using Category 6 wiring ensures networking technologies running at 100 Mbps and 1 Gbps can be easily supported.
- Each cable run will be tested to ensure it meets or exceeds the electrical performance specifications for the intended application.
- All conduits will be a minimum of ¾" in diameter or larger and allow for the inclusion of additional expansion cables.
- A duct bank for future fiber optic, cable and/or CATV cabling will connect to Park Street. This design element ensures the technology infrastructure of the library can be moved and/or updated as needed in the future.

Wire Management

- Wiring in all voice and data workstation locations will be clean and organized.
- Library furniture for staff and public will incorporate cable management systems.
- Each wall plate jack will also be labeled with a unique identifier that corresponds to a jack on a patch panel in the communications room.
- Wiring will be color-coded to distinguish data, from phone, and other systems such as public address.

Data Network

- The data network is designed to accommodate future changes in products and technology and to facilitate ongoing maintenance. For example the system is designed to provide redundancy in order to take parts of the network out of service with limited impact on users.
- Specifications for new equipment include compatibility with voiceover TCP/IP protocol. This will allow the library to integrate its phone system with the existing network to reduce phone charges.
- Installation of a manageable/smart switch to separate the staff local area network (LAN) from the public LAN. By keeping the staff subnet separate from the public subnet, the library can provide better security and network traffic flow.
- Private IP subnets allow the library to assign up to 255 addresses for public use and 255 addresses for staff use at this facility. This is more than adequate to provide for future technology growth.

Acoustics

The Multi-purpose Community Room and Homework Center and Technology Learning Lab are designed to be acoustically isolated from other areas of the library to provide an appropriate environment for training events and programs. Sound equipment will be strategically placed to optimize delivery by speakers and reception by participants.

Lighting

Lighting will be zoned and dimmable in the Technology Learning Lab and the Multi-Purpose Community Room and Homework Center to provide control of the lighting levels in different areas of the room.

Appendix

Fresno County Library Subscription Databases

Magazine & journal article databases	Connect from ...	
General Reference Center (InfoTrac)	In library	Outside the library
Health and Wellness Resource Center (InfoTrac)	In library	Outside the library
MAS Ultra - School edition (EBSCO)	In library	Outside the library
ERIC (EBSCO)	In library	Outside the library
General Science Collection (EBSCO)	In library	Outside the library
Health Source: Consumer Edition (EBSCO)	In library	Outside the library
Middle Search (EBSCO)	In library	Outside the library
Primary Search (EBSCO)	In library	Outside the library
Professional (Educators) Development Collection (EBSCO)	In library	Outside the library
Searchasaurus (EBSCO)	In library	Outside the library
TOPICSearch (EBSCO)	In library	Outside the library
Informe (EBSCO)	In library	Outside the library
Newspaper article databases	Connect from ...	
Fresno Bee & other California papers (Newsbank)	In library	Outside the library
Newspaper Source (EBSCO)	In library	Outside the library
Encyclopedia databases	Connect from ...	
Animal Encyclopedia (EBSCO)	In library	Outside the library
Funk and Wagnalls Encyclopedia (EBSCO)	In library	Outside the library
World Book Encyclopedia	In library	Outside the library
Other databases	Connect from ...	
AllData Auto Repair	Central Library only	
Auto Repair Reference Center	In library	Outside the library
AncestryPlus	In library	---
Biography Resource Center (InfoTrac)	In library	Outside the library
Books in Print	Central Library only	
Buscar en español (EBSCO)	In library	Outside the library
Novelist (EBSCO)	In library	Outside the library
ReferenceUSA	In library	Outside the library